



CONSOLIDATED LABORATORY SERVICES

St. Vincent's HealthCare

General Information for Patients

In striving to meet your needs for obtaining laboratory services with us, we have locations throughout the surrounding counties; Clay, Duval, Nassau, and St. John's in which to choose a patient service center for the collection of your medical provider's lab orders. Appointments are not given or needed, but, as we work thru the pandemic we are limiting the number of people in our service centers so please come alone or if patient needs a caregiver, limit it to one person.

Orders

Your medical provider will give you a lab order of tests to have performed. This could be having your blood drawn, a urine specimen given, or other specimens needing to be collected. The technicians at our patient service center will go thru the orders with you at the time of service. Many medical providers are able to transmit your order to us electronically, but we still require you to bring in the printed order.

Insurance/Self-Pay

Payment is due at the time of service, whether it is by providing your insurance card or Self-Pay. Consolidated Laboratory Services accepts many insurance plans, but we do not accept all the same plans as Ascension St. Vincent's. On our website, we have a tab for insurance that you can view to see if we accept your insurance.

Self-Pay patients, we still require a medical provider's order and payment at the time of service. All locations **except our Edgewood** patient service center can accommodate you as a Self-Pay patient. Payment is by credit card, debit card, money order or personal check. Cash is not accepted at any location. You are charged for orders that are done the same day. For example, if you have an order for a stool test or 24 hour urine on the same order as blood work, we will charge you for the orders done that day. The patient service center technician will give you the necessary specimen container to collect at home and return. Once you return with the completed specimen, we will charge you at that time, not in advance.

Results

Once your lab tests are completed, results are sent to the ordering medical provider. If you have other medical providers needing your results, have them contact our Customer Call Center @ 904-308-5600, option 2 (8am-5pm, M-F) we will fax them to their office. You may pick up a copy of your results at any patient service center by completing an authorization form (good for a year), and showing ID. Result pick up is limited to the patient only (unless you have power of attorney or it is for a minor). We do not mail, fax or email results to a patient.