



General Policies

Billing for Testing on Specimens submitted by practices

- **Insurance** ---Attach a copy of the patient's "face sheet" and a copy of the front and back of patient's Insurance Card.
- **Patient** — If you elect to have Hagerstown Medical Laboratory bill your patients, please include all necessary billing information with the request form.
- **Client/ Provider Office**— If a Client/Provider Office account has been established, the Client account number must be provided on the order sheet. Each month you will receive an itemized invoice/statement which will indicate the date-of-service, patient name, test name, and test charge.

Cancellation of Tests

Cancellation notification received prior to test set-up will be honored at no charge. Requests received following test set-up cannot be honored.

In the event the specimen is found to be unacceptable for testing, notification will be made to the collecting location or ordering provider and all charges will be credited.

Competitor Disclaimer

As to tests that are identified as being performed by parties other than Hagerstown Medical Laboratory, the information regarding such tests was obtained from the test provider's most recent available catalog, as supplemented by any additional information provided to Hagerstown Medical Laboratory who neither warrants or endorses the timeliness or accuracy of any such information. If you have any concerns or questions about the timeliness or accuracy of such information, you should contact that provider directly.

Confidentiality of Results

HML is committed to maintaining the confidentiality of patient information. To ensure Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliance for the appropriate release of patient results, HML will require assurance that the inquiry is coming from the practice or individual who requested the testing and/or another healthcare provider authorized to receive the results. Generally, we will offer to fax the results to the fax number listed for the provider.

We appreciate your assistance in helping HML preserve patient confidentiality. The provision of appropriate identifiers will greatly assist in the prompt and accurate response to result inquiries and reporting.

Courier Service

Specimen pick-up, supply delivery and report delivery are available. Contact HML Client Services at 301-665-4900 for further details. Courier Service is available in Washington and Frederick County, Md. during the following times:

Monday-Friday: 9:00am - 8:00pm; Saturday: 7:00am- 2:00pm

Critical Test Values

For tests performed at Hagerstown Medical laboratory (HML). Patient caregivers are to be notified of results outside the critical limits listed in accordance with HML's Policy. Refer to the HML Laboratory Critical Values document to view the current list. Critical values are assigned upon agreement and may be changed after notification of medical staff.

Informed Consent Certification

Submission of an order for any tests constitutes the certification to HML by the ordering physician that:

- The ordering physician has obtained the "Informed Consent" of the subject patient as required by any applicable state or federal laws with respect to each test ordered.
- The ordering physician has obtained from the subject patient authorization permitting HML to report the results of each test ordered directly to the ordering physician.

HML on occasion forwards a specimen to an outside reference laboratory. The state law where the reference laboratory is located may require written informed consent for certain tests. HML will request that the ordering physician pursue and provide such consent. Test results may be delayed or denied if the consent is not provided. Any costs incurred will remain the obligation of the ordering party.

Nursing Facilities

Requests for Phlebotomy services for Nursing Facilities are handled by HML's Nursing Home Program Supervisor, Karen Bishop; she may be contacted by calling 301-714-4142.

Profiles

HML offers a selection of profiles. Refer to HML's Profiles to view a complete list of our profiles and their components.

Radioactive Specimens

Specimens from patients receiving radioactive tracers or material should be labeled as such. Specimens are not routinely tested at Hagerstown Medical Laboratory for background radioactivity.

Reference Values

All reference values listed in our catalog are for normal adults unless otherwise indicated. An age- and gender-appropriate reference range or value will be included with the report.