



Direct to Consumer Laboratory Testing Frequently Asked Questions

What is Direct to Consumer Laboratory Testing (DTC)?

Direct to Consumer Laboratory Testing (DTC) is part of a wellness program offered by San Luis Valley Health (SLV HEALTH) providing you the option to order selected lab tests on your own, from a limited DTC menu, without a physician's order. Your payment for the Direct Access Laboratory Test is required up front, by cash, check or credit card, along with an address and phone number. Results will be mailed to you within four days of collection. If your results are critical results, requiring urgent medical attention by a physician, you will immediately be called with your results. A waiver explaining DTC specifics must be reviewed and signed prior to the specimen collection. Persons under 18 years old will require a parent or legal guardian to sign.

When and where is this service available?

DTC is provided at SLV HEALTH, Regional Medical Center in Alamosa, CO and Conejos County Hospital in La Jara, Colorado. The Laboratory phone number is 719-587-1226 in Alamosa and 719 274-6021 in La Jara. To order your DTC tests, register at the Admissions desk inside the hospital's front entrance. DTC testing is offered during the following hours 7:00 a.m. –5:00 p.m., Monday–Friday, and 7:30 a.m.–noon on Saturday and Sunday. Special appointments may be made in certain situations, please call the numbers listed above and speak to a supervisor.

How is DTC registration completed and payment made?

Read, sign, and date the SLV HEALTH "Direct to Consumer Laboratory Testing Consent" form and "Disclaimer and Waiver" form and bring them with you to register for the testing. Both forms can be downloaded and printed by clicking on the Direct Access Lab Testing button on the home page of our website, www.sanluisvalleyhealth.org. The admissions front desk attendant can also provide you with the DTC waiver and consent forms. Pay for your desired tests with cash, check or credit card. You will be directed to the Laboratory Department waiting area for the testing. The Laboratory staff will answer any questions you have regarding the waiver information, before the specimen collection occurs. ***Direct to Consumer Laboratory Testing will not be billed to your insurance, and is usually not reimbursable to you by your insurance.***

What Direct Access Lab Tests are available?

Thirteen tests (including four panels) are now available. To see the complete menu of tests, please click on the Direct Access Lab Testing button on the home page of our website, www.sanluisvalleyhealth.org

Will I need special preparations or instructions for any of the tests?

For most of the tests, you will not need special preparations. However for some tests, fasting is required. A 12-hour fast is required for the Blood Chemistry, Lipid Panel, Women's Health Panel, Men's Health Panel, and Glucose testing, to obtain the most accurate results. If you have questions about what fasting involves, call the Alamosa Laboratory at 719-587-1226 or the La Jara Laboratory at 719 274-6021.

What is the difference between Direct Access Lab Tests and SLV HEALTH Laboratory physician-ordered screens?

Results of Direct Access Lab Tests will not be stored in your SLV HEALTH Medical Record. The results will only be available in a separate computer module that only Laboratory staff can access. Physicians do not have computer access to your DTC results, and results will not be stored in your SLV HEALTH Clinic Record or SLV HEALTH Hospital Medical Records. Because DTC tests have no physician referral, SLV HEALTH cannot include the test results in patients' medical records. This means that physicians will not be responsible to act upon the results, unless you yourself distribute the DTC results to your physician and he/she agrees to accept and interpret your results. It is important for you to take personal responsibility for your own health needs, obtaining appropriate medical follow-up care and treatment, as needed, if you receive low (L) , high (H) , low critical (LC) or high critical (HC) results. You should also be aware that results within the normal reference range do not ensure health.

How will you receive your results?

If you participate in DTC, your results will be mailed to you within four days of specimen collection. Any abnormal results will be flagged by: L – for low, H – for high, LC – for low critical, or HC – for high critical. It is recommended that you consult your physician or medical provider to discuss these results. Any medical follow-up appointments needed in response to the DTC results will need to be scheduled by you with your medical provider. If you do not

currently have a medical provider, you are welcome to visit www.SLVHealth.com and click on the Physicians menu for a list of local medical providers and their contact phone numbers.

What if testing yields critical results that are potentially dangerous or require immediate attention?

It is mandatory that you provide a contact telephone number when completing your test requisition/order. If a result is obtained by the Laboratory that would require immediate medical attention (a critical result or alert result), you will be called at the telephone number you have provided and asked to immediately contact a physician, such as your personal physician or an emergency room physician. It is your responsibility to follow up accordingly.

What if I become ill or have problems after the lab blood draw, such as experiencing pain, bruising or prolonged bleeding at the venipuncture site?

If you experience any ill effects after the lab blood draw (pain, bruising or prolonged bleeding), you should immediately contact your physician or an emergency room physician.

What if I experience ill effects from a treatment I receive from my physician, based on the information provided by this program?

SLV HEALTH agents, Laboratory staff/employees, Laboratory directors, and any volunteer personnel involved in this program are not liable for ill effects or poor outcomes of treatment, or lack of treatments, you receive, or don't receive, from your physician based on the results of this program.

Can I arrange to have the SLV HEALTH Laboratory share my test results with my personal physician?

No. The SLV HEALTH Laboratory will not send your Direct Access Laboratory Test results to your physician. It is your responsibility to send or share your test results with your personal physician.

How can I arrange clinical follow up with a physician?

If you do not have a personal physician, the SLV HEALTH Laboratory can provide you with a list of local physicians/medical providers and their clinic phone numbers, so you can choose a physician/medical provider and make an appointment with him/her to discuss the significance of your test results. Please call the SLV HEALTH Laboratory Manager at 719-587-1225 in Alamosa and 719 274-2261 in La Jara for this list.

Can Direct to Consumer Laboratory Testing be used as a substitute for examination by a medical doctor?

No. Laboratory testing should not be used as the only means to diagnose the presence or absence of disease (or any medical condition). You will need to share your test results with your physician, and the test results should be used as part of a complete medical examination.

Can SLV HEALTH Laboratory bill insurance for a Direct Access Laboratory Test?

No. SLV HEALTH Laboratory will not bill insurance or any third-party payers for DTC tests. SLV HEALTH accepts cash, checks and credit cards, up front, at the time of service.

Will my insurance company reimburse me for the cost of tests?

Probably not. Since DTC tests are not ordered by a physician, most insurance companies will not reimburse you for the cost of the test. Please check with your insurance company.

Why don't insurance companies routinely cover these tests?

Because DTC tests are not ordered by a physician, insurance companies routinely do not cover these tests. Please check with your insurance company.

What will be required if I pick up my lab results in person?

SLV HEALTH encourages you to receive your results by mail. Results will be mailed to you within four days of collection. Critical results or alert values will be called to you immediately upon result completion. If, for some reason, you must pick up your lab results in person, then a photo ID will be required to pick up your lab results.

What can I expect if a SLV HEALTH Laboratory employee sustains an unexpected exposure to my blood?

The SLV HEALTH Laboratory has a policy of testing patients' blood for Hepatitis B and HIV (AIDS) if an employee sustains an unexpected exposure to your blood during collection or testing. In the event of such exposure, the results of the above testing will also be provided to you.

Where can I get more information on the Direct Access Laboratory Tests?

If you are interested in more information about the DTC tests, general information is available at the following websites: www.labtestsonline.org or www.webmd.com