



Facilities:
NoCo Laboratories

DIRECT ACCESS TESTING

Dear Patient:

Thank you for choosing Banner Health Horizon Laboratory's Direct Access Testing. At Banner Health, we encourage all patients to become involved with your health care decisions, and the Direct Access Testing program allows you to order select tests without a doctor's order. Enclosed you will find a copy of the tests that you requested.

We encourage you to see a physician to discuss and better understand your results and monitor your overall health. If you do not have a doctor, you can easily find a physician by visiting our website at <http://www.bannerhealth.com/> and click on *Find a Physician*.

We are committed to providing excellent service to the community; if you have any further questions, please visit <http://www.horizonlaboratory.com/>.

Sincerely,

Banner Health Horizon Laboratory



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Frequently Asked Questions

Q: How do I get my results?

A: Direct Access Testing results will be given back to the requesting patient on. The results should be mailed within three to five days. Results will be mailed to the address given on the order form. We know patients are eager to receive their results, therefore you can return to the site of collection to obtain your results.

Q: Am I going to be charged extra or is there an enrollment fee?

A: You will be happy to know that there are no extra fees.

Q: How can Banner Health Horizon Laboratory offer this discount?

A: Because payment for tests are collected at the time of service, we do not have to process insurance claims, invoices, or other paperwork. The cost savings is passed on to the patient in the form of low-test fees.

Q: Can the laboratory explain these results to me?

A: As this program is not a substitute for medical care, Banner Health Horizon Laboratory recommends you see your physician to discuss your results.

Q: I don't have a doctor; what do I do?

A: A doctor can be found by visiting our website at <http://www.bannerhealth.com/> and click on *Find a Physician*.

Q: How can I pay for my services?

A: Full payment is collected at the time of service in order to receive the lower test fees. Payment can be made by cash or credit card only.

Q: Why can't I submit this to my insurance company?

A: A claim to the insurance company must include a physician signed order that includes a diagnosis. Self-requested lab tests cannot be processed through insurance because a physician is not involved in requesting these tests.

Q: Can I have a doctor recommend this program?

A: Yes, absolutely. A physician can help complete the form or you can complete the form based on the physicians requested tests. After you have received the results, you can then schedule an appointment and take them with you to see your physician.

Q: What if some of the test numbers are too high or too low?

A: Banner Health Horizon Laboratory recommends that you follow up all lab results with a health care professional. This is especially important if the test numbers are above or below the normal range. If any of the results are extremely abnormal, a laboratory professional will notify you to seek immediate medical care with your physician, an Urgent Care, or an Emergency Room.