



Banner Health

**Facilities:**  
**NoCo Laboratories**

## **DIRECT ACCESS TESTING PATIENT INFORMATION**

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Dear Patient:

Thank you for choosing Banner Health Horizon Laboratory's Direct Access Testing. We encourage all patients to become involved with their health care decisions. 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 urge you to see a physician to discuss and understand your results. For help in finding a doctor:

- Banner website at <http://www.bannerhealth.com/> and click on *Find a Physician*.
- Colorado Department of Public Health at <https://www.colorado.gov/pacific/cdphe/find-your-local-public-health-agency> and select your appropriate county.
- WebMD Physician search at <https://doctor.webmd.com/>

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



## **DIRECT ACCESS TESTING**

### **Patient Information**

**Q: How do I get my results?**

A: Direct Access Testing results are given back to the requesting patient. The results are mailed within three to five days to the address on the form. We know patients are eager to receive their results which can be obtained on the Banner Portal MyBanner. Or 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 medical care, we urge you to see your physician to discuss your results.

**Q: How can I pay for my services?**

A: Full payment with cash, check or credit card is collected at the time of service to receive the lower test fees.

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

A: A claim to the insurance company must include a physician signed order including a diagnosis. Self-requested lab tests cannot be processed through insurance.

**Q: Can I have a doctor recommend this program?**

A: Yes, absolutely. A physician can help complete the form. After you have received the results, you can schedule an appointment and take the results with you. However, a provider cannot submit a claim to your insurance if you have used this program.

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

A: Banner Health Horizon Laboratory urges you to 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 expert will notify you to seek immediate medical care with your physician, an Urgent Care, or an Emergency Room.

**Q: What do I do if I've tested positive for an infectious disease tests?**

A: The first step after is to immediately consult with a health care provider. Testing positive for an infectious disease may leave a person overwhelmed with questions and concerns. It is important to remember that most infectious disease tests are curable. HIV, while not curable, is manageable with medications to live a long and healthy life. Prompt medical care and treatment as soon as possible is the best way to stay healthy.

**Q: How can I find more resources if I have just tested positive for HIV?**

A: Fact Sheet – <https://hab.hrsa.gov/get-care>  
Questions for Doctor - <https://www.hiv.va.gov/patient/diagnosis/questions-for-doctor.asp>  
HIV Basics - <https://www.hiv.gov/hiv-basics>  
Colorado Support - <https://colorado.gov/pacific/cdphe/services-people-hiv>

**Q: What are the 10 things I can do to improve my health?**

A: Get medically suggested testing, stop smoking, lower blood pressure, eat heart-healthy foods, evaluate risk factors and lower LDL, get active, lose weight, stress less, and control blood sugar. A doctor can help you with all these items.