

APRIL 2020

Mobile Phlebotomy Service Offered by Ambry Genetics

FAQ

Ambry is pleased to provide mobile phlebotomy services to reach patients who cannot obtain a blood draw at a healthcare facility. We are contracted with two providers, [ExamOne](#) and [Phlebotek](#), and do our best to facilitate patient care where mobile phlebotomy services are available.

Q. Is mobile phlebotomy still available during the COVID-19 crisis?

A. Yes. However, our vendors are also experiencing an increase in requests for services and are using appropriate caution to ensure their staff and the patients they serve are safe.

Q. How long does mobile phlebotomy take?

A. Because of the nuances with scheduling, it may take a few weeks for the sample to be collected and sent to Ambry. If the testing need is urgent and the test can be performed on saliva, Ambry recommends using our saliva collection kit for a more expedient testing process.

Q. Can I request STAT phlebotomy services?

A. No. STAT requests for mobile phlebotomy are not available.

Q. What will this cost me/my patient?

A. At this time, Ambry pays for the cost of mobile phlebotomy services.

Q. How do I request that Ambry set up mobile phlebotomy for my patient?

A. There are multiple ways you can request this service. Please note mobile phlebotomy is available for insurance, self-pay, or institutional bill type testing.

1. Complete* a [test requisition form](#) (TRF) and indicate that the patient needs mobile phlebotomy services and send it to us via fax at **949.900.5501** or email us at info@ambrygen.com
2. Order online through our portal and request mobile phlebotomy services when prompted
3. Send us a note through AmbryMessages requesting a blood draw

*we will work with the patients to retrieve their signatures

FAQ

Q. Can Ambry provide the out-of-pocket cost to my patient prior to scheduling the blood draw?

- A.** Yes, healthcare providers can submit a pre-verification of benefits prior to requesting the mobile blood draw services and Ambry's team will be able to determine the patients out of pocket costs. This may take up to 5 days to complete.

Q. What kind of experience do mobile phlebotomists have?

- A.** Our vendors' employees meet all state and federal compliance guidelines for phlebotomists

Q. What does the mobile phlebotomist bring to the appointment?

- A.** Patients are shipped a blood draw kit directly to their homes in advance of their scheduled blood draw. Please keep the kit away from pets and children.

Mobile phlebotomists do not come to an appointment with any supplies, and all supplies necessary are included in the blood draw kit that the patient receives. Mobile phlebotomists will not bring any type of medications or additional equipment to an appointment.

Q. I requested a mobile phlebotomy service for my patient, what now?

- A.** Here are the steps taken by Ambry and the mobile phlebotomy provider to collect your patient's sample:

- 1.** Ambry employees will call the patient to confirm their details and prepare them for the mobile phlebotomists' call and visit.
- 2.** Ambry ships a blood draw kit directly to the patient and sends the patient's information to ExamOne or Phlebotek, based on their availability in the patient's location.
- 3.** The patient and mobile phlebotomist will connect over the phone and schedule an appointment time. If the patient fails to respond to three phone calls from the blood draw provider, the request for mobile phlebotomy will be cancelled.
- 4.** After the appointment has been completed, the phlebotomist will drop off the patient's kit to a FedEx location.
- 5.** Once the sample has been received by Ambry, all standard testing operations will be followed.

Questions? Please contact us at info@ambrygen.com or call 949-900-5500