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## **LABORATORY FREQUENTLY ASKED QUESTIONS**

**Can I have my labs done at your office?** Yes, for your convenience we have LabCorp laboratory technicians in our office that can draw labs for LabCorp, LabQuest, and other lab companies as your insurance requires.

**Can I have my labs done somewhere other than your office?** Yes, as long as we have your lab appointment on our schedule so that your provider can attach orders to it, the laboratory technicians can send those orders out to a patient service center (PSC) close to your home or workplace. Just be sure to call the office when you get the reminder call for your lab appointment, dial 6 to get to the laboratory phone, and let them know where to send the orders.

**What do I need to bring for my lab appointment?** Please be sure to bring your photo ID, your current insurance card(s), and your laboratory card (if you have one). We may know you already, but our laboratory technicians may not, and we want to make sure your identity and medical information stays safe and secure.

**Should I come to my lab appointment fasting?** Not all lab appointments are going to be fasting. Be sure to ask your provider at the end of your visit if the next set of labs needs to be fasting or not. If you have cholesterol problems, most likely your labs will be fasting. If you have any doubts, please call the office or send a message through the web portal or Healow app. We have late lab appointments available on Thursdays if you would like to have your non-fasting labs done after work.

**How long do I have to fast before my lab appointment?** If you have a fasting lab, you'll need to fast for at least eight (8) hours before the labs are drawn.

**Can I eat anything before my fasting labs?** No, unfortunately you cannot eat anything during the fasting period before your labs are drawn.

**Can I drink anything before my fasting labs?** Yes, we definitely encourage you to drink at least two glasses (16 ounces or more) of water in the morning before your fasting labs. Being hydrated will help make sure that there are no issues drawing your blood (and it'll help fend off those hunger pains). You can also have one cup of unflavored black coffee (no sugar, no milk) if you need a little get-up-and-go.

**Is there a no-show fee for a missed lab appointment or showing up late for a lab?** No, we do not charge a no-show fee for a lab appointment because you are not seeing a provider, and we still need those appointments on the schedule for patients who choose to use a patient service center (PSC). Be advised, that if you do arrive late for your appointment the laboratory technicians will have to work you back in on their schedule, so there may be an extra wait time involved.

**Do you charge a co-pay for lab visits?** No, there is no co-pay charged for a lab visit. You may be asked to pay cash for the lab visit if you do not have insurance, or if the lab test requested is not covered by your insurance.

**Why did I get this huge lab bill?** Sometimes, a lab that you would normally think would be fully covered may be put towards your deductible. Unfortunately, we have no control over what the insurance companies decide will go against your deductible, but our insurance and billing department would be happy to help you make sense of your lab bill (dial option 4 in our phone system). Sometimes, we can assist in getting the lab bill lowered by having it re-billed with a different diagnosis code or modifier. This isn't always a solution, but our insurance and billing department can always take a look at it to see if it will help.