

	Document No.: 001
	Revision No.:
	Pages: 2
Title: Guideline for the Collection of Phlebotomy & ECG Service Fees from Retirement Homes Residents	Effective Date: September/08
	Supersedes Revision Number:
Document Approver(s): OAML Board of Directors Document Owner: OAML	

I Introduction

This OAML Guideline provides guidance to member laboratories and retirement homes on balancing the needs of the retirement homes, independent living residents of the home, and the member laboratories in the provision of phlebotomy & ECG services. The OAML member laboratories are committed to using its best efforts to ensure the provision of phlebotomy services, while at the same time supporting the reasonable expectation that member laboratories should be compensated for providing uninsured services.

Provision of services will also be dependant on the cooperation of all parties as outlined in the responsibility section of the guidelines. In the event that discontinuation of services is being considered, best efforts will be made to resolve the issue(s).

II. Purpose

This Guideline is intended to distinguish the insured from the non-insured components of phlebotomy & ECG services, so that misunderstandings regarding the provision of laboratory services are eliminated, and to help ensure that the non-insured components of these services are provided in a fair and equitable manner.

Phlebotomy & ECG services are covered by OHIP; however, when laboratory staff travels to the client's location to deliver the service, the travel component of the service is not covered by OHIP.

Clients that do not have the financial means to avail themselves of the uninsured component of the services, have the option of contacting their Community Care Access Centre to make the necessary financial arrangements for the uninsured component, or the option of obtaining transportation to a specimen collection centre to receive their phlebotomy and/or ECG services.

III Scope

Residents of Retirement Homes

IV Responsibility

Laboratory

- Make the collection fees and the collection fee Guideline known to all retirement homes and its residents
- Facilitate the payment of services by accepting multiple payment methods, such as post dated cheques, cash and credit card
- Provide residents with a receipt when payment for service is received

- Provide a plain language document, which explains the guideline and the options available for phlebotomy services and/or ECG services to the retirement home and its residents
- Develop a phlebotomy schedule, which is agreeable to both the laboratory and the home

Retirement Facility

- Make the collection fee Guideline known to all its residents
- Provide completed OHIP requisitions, including Health Card Number (HCN) to the phlebotomists
- Retirement Home staff to be available to assist with resident identification
- Provide conditions for safe specimen collection

Residents

- Be familiar with the Guideline and accept its conditions
- Cooperate with the phlebotomist and provide proof of identification including HCN
- Be available for scheduled appointment, or provide 48 hr notice to the laboratory
- Payment of the account is expected at the time of service (see discontinuation of service)
- As this is not a totally insured service, residents that do not have the financial means for the uninsured component of the service are responsible for contacting their Community Care Access Centre to make the necessary arrangements for payments or for transportation to a specimen collection centre to receive their phlebotomy and/or ECG services.

V Process for Fee Collection & Discontinuation of Services

Payment is expected at the time of the service.

Laboratories reserve the right not to provide service if payment is not provided. If payment is not available at the time of service, the phlebotomist and the Laboratory will be given the discretion to decide whether to provide the service. In those instances when payment is not provided at the time of service, the client will be billed and payment is expected within 30 days of the service date.

It will be a standard practice to discontinue service, if payment has not been received within 90 days of service. If payment in full is not received by the due date, the patient will receive notification of the discontinuation of laboratory services until payment has been received.

VI Document Change History

Revision Number	Date of Implementation	Description and Change