

Frequently Asked Questions

I feel healthy, so why should I get tested?

A serious medical condition such as heart disease, prostate cancer or diabetes can exist without noticeable symptoms for up to two years. Early detection is your best defense. A simple blood test can increase your chances of reversing potential problems, and establish a baseline of your normal ranges from which future tests can be monitored.

What should I do if I can't find the test I'm looking for?

We have access to thousands of tests, some of which are not on our website. If there is a test you are interested in but can't find on the website, please call us at (800) 908-0000 and we will be happy to discuss the availability of the test.

Do I need to see my healthcare provider to get tested?

Direct access testing allows greater participation in one's own healthcare. Yes, your healthcare provider can refer you to DLS, but it's not a requirement. You can feel secure that DLS uses the same labs as healthcare providers and hospitals, which are CLIA-certified and regulated by appropriate governmental agencies.

What is the testing procedure?

First you order your test online or by telephone. You then print your requisition form which you must have with you when you go to the patient service center for your blood draw. The lab will not draw your blood without the requisition. There, your blood is drawn by a certified phlebotomist. The results are received by our office generally within 24-48 hours and uploaded to your secure online account. To learn more, [click here](#).

Can I order online?

Yes. Simply select the tests you want to order and then proceed to checkout. DLS accepts all major credit cards. To protect you and your credit card information, we use Secure Sockets Layer (SSL) technology, which is the industry standard and among the best software available for

secure commerce transactions. SSL sends your credit card number to our computer in an encrypted code, which only we can decode. To learn more, please [click here](#).

What is a patient service center?

Patient Service Centers are certified laboratories where patients have blood drawn. These centers are staffed by licensed phlebotomists, and are the same facilities referred to by healthcare providers.

Is there a location near me?

DLS uses only nationwide CLIA-certified medical reference laboratories with Patient Service Centers close to where you live or work. Special arrangements can be made for an area without a facility. [Click here](#) to use the lab locator.

Do I need an appointment?

An appointment is usually not required at most Patient Service Centers. We encourage our customers to call the lab location they choose to confirm their hours of operation and that an appointment is not required.

Should I fast before taking the test?

It depends on the test. It is recommended that you avoid food and liquids for a minimum of 10 hours when testing for glucose, cholesterol, and triglycerides. Water or black coffee is permitted during your fast. If fasting is required for your test, it will be noted in the "Additional Information" box on your requisition.

How reliable are the results?

We use the leading national laboratories, which are fully accredited, licensed medical reference labs. These are the same labs your healthcare provider uses.

Are my results available online?

Yes, your results will be uploaded to your secure online account within 24-48 hours* of your blood draw. If you would like a copy sent via mail, let us know.

* Results are generally released within 24-48 hours. Some tests must be sent out and those results may take up to 7 days to release. Sabre Science test results are not available via email.

Are my results confidential?

Absolutely. We respect your privacy and maintain confidentiality. You are the only one who receives the results unless you specify otherwise, with a signed [HIPAA](#) release. Not even your insurance company will obtain results from DLS and/or its associates.

When will I receive the results?

You can expect to receive the results for most tests within 24-48 hours after your blood is drawn. You will receive an email when your results have been uploaded to your secure online account. You can then login to view or print your results. Results from the specialty labs on hair, saliva, urine and stool may take a week or longer.

What if I receive an abnormal result?

Abnormalities should be considered an early warning, but do not necessarily mean you have an illness or disease. We strongly recommend you discuss the results with your healthcare provider for evaluation, further testing and diagnosis.

Will I be able to understand the results?

Yes. All test results include the normal reference ranges, with abnormalities indicated. We recommend you seek a healthcare provider to discuss results outside normal ranges. For a detailed explanation of tests offered click [here](#). For assistance in understanding lab results, [click here](#).

What if I have questions about the results?

Questions regarding abnormal results should be discussed with your healthcare provider. For general questions, you may call or write DLS.

Will my healthcare provider receive a copy of my results?

We deal directly and confidentially with you, and send the results to you. We can send a copy of your results to your Healthcare Provider only with a signed [HIPAA release](#) form from you giving us the authorization to do so.

Does Medicare cover this?

Medicare only reimburses the laboratory that performs the analysis. Medicare patients must have a doctor's order by a physician with a Medicare number and acceptable diagnostic code.

Is this covered by my insurance?

DLS does not file insurance claims. Some insurance plans have a wellness or prevention benefit. Contact your carrier for that information. We can provide CPT codes so you may file for reimbursement.

Can I cancel my order?

After an order has been processed, you may cancel prior to the blood draw with a refund equal to the price of the test less \$25 cancellation fee, if cancelled within six (6) months from date of order. There is no cancellation refund after six months.

This information was provided by

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