

**ADDITIONAL CLINICAL LABORATORY
OUTPATIENT SERVICE CENTERS**

Medical Office Complex

2500 Hospital Drive, Building 14

Monday through Friday

8:00 a.m.–1:00 p.m., 2:00–5:30 p.m.

Phone: 650-988-8240, Fax: 650-691-9437

Women’s Hospital

2485 Hospital Drive, Suite 221

Monday through Friday

8:45 a.m.–12:00 p.m., 1:30–5:00 p.m.

Phone: 650-988-7523, Fax: 650-988-7589

Melchor Pavilion

2490 Hospital Drive, Suite 110

Monday through Friday

8:00 a.m.–1:00 p.m., 1:30–5:30 p.m.

Phone: 650-988-8250, Fax: 650-988-8249

Altos Oaks Location

802 Altos Oaks Drive, Los Altos, CA 94024

Monday through Thursday (closed Friday)

8:00 a.m.–12:30 p.m., 2:00–5:30 p.m.

Phone: 650-988-8475, Fax: 650-941-4570

Our clinical laboratory is staffed with highly trained experts and equipped to provide our patients with the quality care they deserve. This brochure is intended to answer questions that may come up about Clinical Laboratory Outpatient Services. If you have any additional questions, please don’t hesitate to call.

About El Camino Hospital

As an independent, nonprofit hospital with campuses in Mountain View and Los Gatos, we are empowered to do whatever it takes to bring you the finest quality care. Our administrative leadership helps foster a dynamic, collaborative environment. Our world-class physicians actively seek out the latest treatments and technologies to benefit our patients. And all of our nurses, staff and volunteers share our commitment to excellence. Together, we do our utmost to bring you compassionate, comprehensive medical care that is truly state-of-the-art. Our key medical specialties include cancer care, heart and vascular services, neuroscience, genomic medicine, urology, ophthalmology, orthopedic and spine surgery, weight loss surgery, and women’s health.

For a more detailed look at our capabilities, please visit our Web site at www.elcaminohospital.org.

TWO LOCATIONS

Mountain View campus:

2500 Grant Road
Mountain View, CA 94040

Los Gatos campus:

815 Pollard Road
Los Gatos, CA 95032

800-216-5556

www.elcaminohospital.org

©2009 El Camino Hospital
E-1801_LabFAQ Oct09

**Clinical Laboratory
Outpatient Services**



Frequently
Asked Questions

Why do I need to register each time I visit the laboratory?

Even though you may have registered before, we must ask you to do so each time you come in, to avoid any billing errors caused by inaccurate or out-of-date information.

When will my doctor get my test results?

Since most routine tests are performed and completed right here in our laboratory, we can get the results to your physician within 24–48 hours. However, some specialized tests must be sent to outside laboratories, which may lengthen the turnaround time.

I want copies of my test results sent to my other doctors. Can this be done?

Yes. Please ask our laboratory staff to arrange this for you.

How do I get copies of my laboratory results?

The best way to get your test results is from your ordering physician. Your doctor will be able to explain the results and how they relate to your overall medical situation. Normally, the laboratory will give outpatient test results directly to the patient only with written authorization from the ordering physician. However, you may also obtain a copy of your lab results by completing the “Release of Information” process. This allows us to provide you with copies of stored results within 1–2 days. Feel free to ask us for more information about this process.

Can I find out what my lab tests will cost before they are performed?

Yes. Many of our patients are now enrolled in high-deductible health plans and are concerned about costs. When you arrive at the laboratory, please let us know that you would like us to estimate your costs before any services are performed. We will inform you of our full price, or “retail” fees, and our self-pay 75 percent discount fees. You can then choose to bill your insurance or choose the self-pay option.



Are there any extra costs that I should be aware of pertaining to my laboratory tests?

Yes, based on the initial results (such as positive cultures or certain blood tests), further testing may be required. This requirement, known as reflexing, will add tests and fees to your bill that may not be included in any cost estimates. There will also be charges for blood collection (venipuncture fees) and possible fees associated with specimen shipping and handling if any of your tests are sent to an outside laboratory.

Will my insurance cover my laboratory tests?

Because coverage varies from plan to plan, we recommend that you contact your insurance carrier to confirm coverage and how much they will pay. El Camino Hospital works with most insurance carriers, but some HMOs are the exception.

If I have a primary insurance carrier that will not cover any of the laboratory costs, but my secondary insurance carrier will cover all costs, can El Camino Hospital bill my secondary carrier instead?

No. If you have both a primary and secondary insurance carrier, El Camino Hospital is required to bill your primary insurance first, before billing your secondary insurance.

May I pay for my laboratory tests myself?

Yes, you may request to register as a self-pay patient and be offered a 75 percent discount off our regular retail charges. You may use a credit card like Visa or MasterCard, or ask to be billed and pay the bill within 30 days. (We are unable to offer any discounts on tests sent to outside laboratories.)

EL CAMINO HOSPITAL CLINICAL LABORATORIES

Mountain View location (old main hospital)

2500 Grant Road, First Floor

Outpatient services:

Monday through Friday, 6:00 a.m.–8:00 p.m.

Weekends and holidays, 6:00 a.m.–2:30 p.m.

Phone: 650-940-7022, Fax: 650-966-9221

Also offers 24-hour inpatient services.

Los Gatos location

815 Pollard Road, Los Gatos, CA 95032

Outpatient services:

Monday through Friday, 6:00 a.m.–8:00 p.m.

Weekends and holidays, 6:00 a.m.–2:30 p.m.

Phone: 408-866-4065, Fax: 408-866-4043

See the back panel of this brochure for additional clinical laboratory outpatient service locations.

Additional information is available online at www.elcaminohospital.org.