



Quest Lab Instructions & Important Notes

Below is everything you need to complete your labs smoothly. Please read through the full document before scheduling your appointment.

1. YOUR LAB ORDER

Your lab order has been sent electronically to Quest Diagnostics. Please **print a copy or have it available on your phone** when you go to the lab, along with your photo ID and insurance card, in case Quest cannot locate your order by name and date of birth.

2. SCHEDULING YOUR LAB DRAW

- You may visit any Quest Diagnostics location that is convenient for you.
- Appointments are strongly recommended to minimize wait time. Schedule online at www.questdiagnostics.com. Many locations also accept walk-ins, though wait times may be long.

3. TIMING & PREPARATION

Please follow these guidelines for every draw:

- Labs should be drawn between **7:00 – 9:00 AM** for the most accurate results.
- **Fasting required:** Do not eat or drink anything except plain water for **8–10 hours** before your appointment.
- Continue all prescribed non-hormonal medications as usual unless told otherwise.
- Hold all supplements (multivitamins, herbs, etc.) the morning of testing. Take them *after* your draw.
- **Biotin (Vitamin B7):** Stop all supplements containing Biotin at least **48 hours before** your draw. Biotin interferes with thyroid and hormone markers.

If you have hormone lab timing instructions (for cycle-day specific draws), please refer to the separate Hormone Lab Timing document in your patient portal.

4. INSURANCE & BILLING — PLEASE READ

Insurance coverage for labs can vary significantly. A few important things to know:

- Quest may provide a cost estimate at the time of your visit; however, **final coverage decisions are made by your insurance company after the claim is processed**. Even when an estimate suggests coverage, some tests may later be denied or only partially covered.
- This does not mean the labs were unnecessary or ordered incorrectly — it reflects how insurance policies are applied.
- You have the right to remove a specific test at the lab if it appears prohibitively expensive. We can revisit it at a later date or explore cash-pay alternatives together.
- If a billing issue arises after your appointment, you may request a review and adjustment. I'm happy to provide supporting clinical documentation if needed — just reach out through the patient portal.



5. RESULTS & FOLLOW-UP

- Results typically return within **2–5 business days**, depending on which labs were ordered.
- Once your full panel is complete, I will personally review all findings and notify you via the portal that it is time to schedule your follow-up.
- We will review your results together at your follow-up visit — interpreting labs requires looking at the data alongside your symptoms and history.
- You may schedule your follow-up at www.encompass.care once you receive my notification.

Questions? Please reach out through your patient portal before going to the lab. I'm happy to help clarify timing or answer any questions.

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