Hospital-based Lab Benefits

- **Quality Patient Care Focus** — ValleyCare Laboratory is a hospital-based lab with a focus on accurate, high quality tests results. We pay strict attention to safe and effective patient care, which is why you need to show your insurance card each time you come in for a lab test.

- **Local testing and quick results** — ValleyCare lab testing is processed at our main lab on the Pleasanton campus. Most of the tests are performed right here on the same day of service. Specialty testing is sent to a high-quality reference lab.

- **Electronic Medical Records** — Outpatient testing performed at ValleyCare is included in the hospital medical record electronic system. It is available to your care providers whenever you have services here at the hospital (e.g., Surgical Services, Maternity, Urgent Care, Emergency Room). ValleyCare physicians can also access your lab results from their office through a secure electronic connection.

- **Billing** — Each visit must be registered to create an account for billing purposes. Your ID is used to ensure proper identification as part of our patient safety process.
QUESTIONS ABOUT LABORATORY TESTS

Q. WHY IS MY BLOOD BEING TESTED?
A. Doctors order blood tests for many reasons. Test results may help your doctor determine why you are sick, or if a treatment plan is working. They also give a picture into your current health status and are often done as part of a physical exam.

Q. HOW DOES MY DOCTOR DETERMINE WHICH LAB TEST(S) TO ORDER?
A. Your doctor orders specific lab tests to confirm suspected problems and diagnoses. Often your doctor will order a collection of tests to provide an overall picture of your health.

Q. HOW OFTEN DOES MY BLOOD NEED TO BE CHECKED?
A. How often you need a lab test will depend on what your doctor needs to find out about your health. If you are healthy, you will probably only have to have a lab test when you have a complete physical exam. If you have a chronic condition or are on a treatment plan, your doctor may ask you to take a lab test more often.

Q. WHY DOES MY PHYSICIAN ASK ME TO FAST (NOT EAT OR DRINK ANYTHING) FOR SEVERAL HOURS BEFORE MY BLOOD IS DRAWN?
A. Your doctor will use lab tests to find out what normal is for you. Some tests can be affected by eating or drinking before the test. Please follow your doctor’s instructions to help make sure that your test results are accurate. Keep in mind that not every test requires fasting prior to drawing blood.

Q. WHAT DOES FASTING MEAN?
A. Fasting means to not eat or drink anything for 8–12 hours before the test. You may drink water and continue your medications, unless your doctor tells you otherwise.

Q. CAN THE LAB TELL ME MY TEST RESULTS?
A. No, the Lab cannot provide results directly to you. Only your doctor can understand and explain your results using all the information he or she has in your medical records. Since the lab knows only one “piece” of your medical history, it cannot tell you what your test results mean. Once the lab reports your test results to your doctor, he/she will let you know what needs to be done next.

Q. WHY DOES IT SEEM THAT A LOT OF BLOOD IS DRAWN DURING THESE TESTS?
A. While it may appear that you have given a large amount of blood, it is actually just a small amount compared to how much you have in your body. Nearly 11 pints of blood are in the body of the average adult. Enough blood must be taken in each tube to help make sure the test is done right.

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Q. HOW SAFE IS THE BLOOD COLLECTION PROCEDURE?
A. At ValleyCare, we have very strict procedures for drawing blood to protect both you and the person conducting the test. A new, sterile needle is used for each patient to prevent any condition transmission.

Q. WHAT TYPE OF TEST IS MY DOCTOR ORDERING?
A. There are thousands of medical tests for your doctor to choose from. Below are a few examples of common tests.

<table>
<thead>
<tr>
<th>TEST</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBC</td>
<td>Panel of tests that includes a count of cells in the blood and measurements for hemoglobin levels.</td>
</tr>
<tr>
<td>Glucose</td>
<td>Blood sugar level</td>
</tr>
<tr>
<td>Basic metabolic Panel</td>
<td>Panel of chemistry tests including electrolytes, protein, glucose, and more…</td>
</tr>
<tr>
<td>Lipid Panel</td>
<td>Cholesterol, HDL, LDL, and Triglycerides levels.</td>
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</tbody>
</table>

Q. HOW CAN I LEARN MORE ABOUT LABORATORY TESTS AND WHAT THEY MEAN?
A. There are many public resources for information on medical tests, including internet sites such as www.labtestsonline.org