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Add-On Policy

To: Director of Nursing, Assistant Directors of Nursing, and Nursing Staff

Subject: Add-On Requests for Blood Tests

Purpose:

To outline the procedure for requesting additional tests on previously drawn blood samples.

Definition of an Add-On Request:

An add-on request occurs when blood has already been drawn, and there is a need to perform an additional test(s) that was not included in the original order.

Procedure:

1. Timeframe:

- Add-on requests can be made if the blood was drawn within the last 48 hours. After this period, the sample may no longer be available for processing.

2. Initiating the Request:

- The request must be made via phone by contacting our call center. A case will be created in our management system.

3. Confirmation Process:

- The Add-On Department will review the request to confirm whether the additional test(s) can be performed.
- If the necessary tube was not drawn, or if the sample quantity is insufficient for the additional tests, notification will be provided that the request cannot be fulfilled.

4. Availability:

- Add-ons are processed only on weekdays, Monday through Friday.

5. Order Creation:

- If the additional test(s) can be performed, a request will be made to create a new order in the web portal.
- The order number must be provided to the call center clerk. Without this order number, the test(s) cannot be performed.

Contact Information:

For any questions or further assistance, please contact our call center at (732) 777-2588 or customer service department at

customerservice@aculabs.com.