



FLORIDA HOSPITAL  
HEARTLAND MEDICAL CENTER



FLORIDA HOSPITAL  
WAUCHULA

# LABORATORY SERVICES FAQ

Sebring North Outpatient Lab (863) 402-5342 x3860  
Sebring South Outpatient Lab (863) 402-1266

Lake Placid Outpatient Lab (863) 699-4375  
Heartland Plaza Outpatient Lab (863) 402-5502  
Website: [www.FHHHeartland.org/Laboratories](http://www.FHHHeartland.org/Laboratories)

Wauchula Outpatient Lab (863) 767-8375  
Avon Park Outpatient Lab (863) 452-1434

Dear Patient,

Thank you for choosing Florida Hospital to provide your laboratory testing services. We are honored to serve you at any of our six convenient outpatient locations. Our Mission is to extend the healing ministry of Christ by providing the highest quality of laboratory services available with safety, accuracy and efficiency in a spirit of compassion for the people we serve. To that end, we would like to provide you with some answers to frequently asked questions.

## WHAT CAN I EXPECT WHEN I HAVE MY BLOOD DRAWN?

A highly trained lab professional will promptly greet you and confirm your identity with a series of questions. After choosing and unwrapping the sterile equipment, the lab professional will then begin the draw. Sometimes minor bruising will happen. If this occurs, be sure to follow your lab professional's directions by holding pressure on the site to reduce bruising. Some people may feel dizzy or light-headed after having their blood drawn due to anxiety associated with the needle. If you feel dizzy, lie down or sit down with your head between your knees. If you feel faint, be sure to lie down on your back with your legs elevated. This should make you feel better within a few minutes.

## HOW LONG SHOULD I WEAR THE BANDAGE?

The bandage may be removed 15 - 45 minutes after the draw unless you have been instructed otherwise. If you are taking blood thinners, such as Coumadin, carefully examine the draw site when removing the bandage to be sure the bleeding has stopped.

## WHAT SHOULD I DO IF I NOTICE BRUISING OR BLEEDING AT THE SITE?

It is important to apply pressure to the area after your blood has been drawn and wear the bandage, as described above. If you experience slight bruising, apply an ice pack to the site. If you are still bleeding after removing the bandage, then stop and apply pressure immediately for 1 – 2 minutes. If the site continues to bleed, please contact your personal doctor (or the hospital emergency department) while you continue to hold pressure.

## HOW LONG WILL IT TAKE TO GET MY TEST RESULTS?

Most blood test results are complete and sent to your prescribing doctor within 1 – 3 days. However, if your blood test is sent to a reference laboratory then the results may take 5 – 7 days. Some special culture tests may take up to 6 weeks for completion.

## HOW DOES MY DOCTOR RECEIVE MY TEST RESULTS?

All test results are automatically transmitted electronically to your prescribing doctor.

## MAY I HAVE RESULTS SENT TO ADDITIONAL DOCTORS?

Yes, we just need your permission. Please stop by the Health Information Services Department and complete a written request. We will then electronically transmit your results to all the doctors you specify on the written request.

## HOW CAN I GET AN ADDITIONAL COPY OF THE TEST RESULTS FOR MYSELF?

We strongly encourage you to speak with your doctor to get the results so that he/she can discuss them with you and how they affect your health. However, you may get a copy for yourself by stopping by the Health Information Services Department and making a written request. Our lab professional or registration clerk can assist you with directions to the HIS Department, which is open Monday through Friday 8:00 am – 4:30 pm at each hospital campus. We suggest you make this written request when you have the blood drawn to save you some time. Be sure to ask your lab professional for an expected completion date and share this with the HIS Department when making the written request, so they can have the results ready when you return (or mail them if necessary). Per the State of Florida statutes, we charge \$1 per page for written results (excluding those sent to your doctor). You may also call the HIS Department directly: Sebring Hospital at (863) 402-3255, Lake Placid Hospital at (863) 699-4173 or Wauchula Hospital at (863) 767-8377.

## WHO CAN I CALL IF I HAVE QUESTIONS REGARDING PAYMENT?

Please call the Florida Hospital Patient Financial Services Department at (863) 382-3337 and they will be happy to assist you.

## WHAT IF I HAVE OTHER QUESTIONS OR A PROBLEM?

If you have any questions, concerns, compliments or complaints, we welcome your feedback. Please call the Director of Laboratory Services at (863) 402-3395.