

Patient Services

With DLO, you're good to GO:

DLO offers exceptional care at our Patient Service Centers (PSCs), collecting patient specimens in an easy, convenient process that ensures high levels of patient satisfaction. It's all part of our effort to deliver personalized, high-quality service — the kind you deliver in your own practice.

About this section

This section will acquaint you with services DLO offers to patients. Pages include:

Convenient Appointment Scheduling and Electronic Check-In

MyQuest™ Patient Portal

Patient Payment Options

QuestDirect™ Self-Ordered Lab Testing

Sample Patient Invoice and Payment Coupon

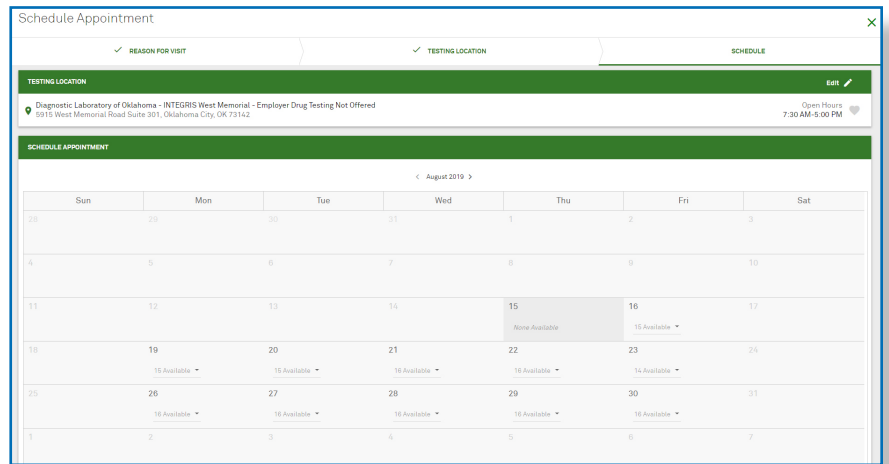
DLO's Patient Service Center Listing can be found in the Addendum or at dlolab.com/locations.

Appointment Scheduling and eCheck-In

Creating convenience for our patients with appointment scheduling

Let DLO your patients' valuable time with convenient appointment scheduling, available at most of our Patient Service Centers throughout Oklahoma. Through dloolab.com/appointment, they just choose a location, pick a time and date that works, and then get in and out faster so they can get back to their busy life.

1. Go to dloolab.com/locations
2. Select the preferred Patient Service Center
3. Click the "Make An Appointment" link on the location page
4. Choose the reason for the visit
5. Select the date and time of the visit
6. Fill out the form with the requested information
7. Sign in to the electronic check-in device with your appointment confirmation code when visiting the DLO Patient Service Center



Walk-ins are still welcome, but appointments will take priority.

eCheck-In for faster service

When visiting most DLO Patient Service Centers, patients will use our eCheck-In devices when entering the waiting room. This will mark their place in line and their name will appear in a queue on the waiting room television.

If they have made an appointment, they can enter their appointment confirmation code to complete the check-in process. If they are a walk-in, they will need to follow the prompts on the screen to input their personal information to complete the check-in process.



MyQuest™ Patient Portal

Accessing health information has never been easier.

MyQuest delivers critical information directly to a computer, tablet and smart phone giving patients the tools needed to view, access and securely share health information everywhere.

Receive and understand lab results MyQuest provides easy to understand results directly from the lab.

MyQuest Advanced Access DLO offers expanded, electronic access back to January 1, 2010 to your health data via the new service MyQuest Advanced Access.

Track medical information Update MyQuest with details about medical conditions and food and medication allergies.

Medication tracking and reminders Store medication information with reminders with smart phones and tablets only.

Track healthcare provider information Manage physician names, specialties and contact information, hospital and pharmacy numbers, even insurance plan, group and policy numbers in MyQuest.

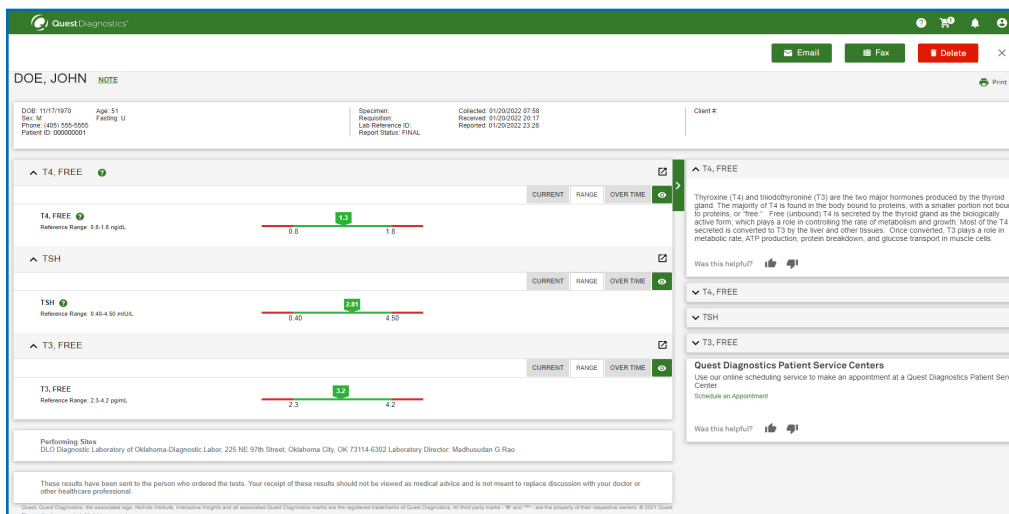
ICE: In Case of Emergency Save all your emergency information for instant access when needed. For the patient's protection, MyQuest requires a password to access health information on a mobile device.

Share health information Email or fax (via mobile app only) to medical providers, family or emergency contacts directly from the MyQuest mobile app.

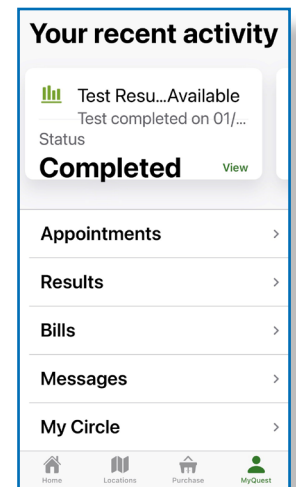
Access child's results Must provide legal documentation that verifies authority as child's representative.



For more information, please visit dlob.com/patient/patient-lab-results



Mobile view



Computer view

Patient Payment Options

Convenient options at the time of service

Real-Time Insurance Adjudication

DLO now offers real-time adjudication of insurance claims for patients with Aetna, BlueCross BlueShield of Oklahoma, and UnitedHealthcare plans, providing an estimate of the amount owed for lab work.

- Patients will receive a detailed response of the claim status and a preliminary Explanation of Benefits detailing the estimated out-of-pocket expenses for the ordered lab work before services are provided.
- Real-time adjudication will provide an expected estimate of the amount that will be billed when the lab work is completed. However, the final bill may vary slightly if other potential healthcare-related activities already in process.
- Pre-pay for lab work, potentially removing the need to receive a bill from DLO..

Easy Pay

If the insurance plan doesn't offer real-time adjudication, Easy Pay will estimate the balance owed based on prior history and will pre-authorize payments to be charged after the bill has been processed through the insurance provider.

Don't worry about writing a check and mailing payments. We make it easy and convenient so the patient won't receive a bill later.

- Simply present a credit card or health savings card during the visit. DLO accepts all 4 major credit cards, debit cards, and health savings cards.
- The patient will approve a maximum charge to their card, which will only be made if a balance remains after the insurance provider processes the claim.
- If the balance is more than authorized at the time of service, DLO will send a bill for the remaining lab fees.
- DLO will notify the patient by email when the credit card has been charged if an email address has been provided.

Upfront Payment Program

DLO offers patients the ability to pay for select lab tests up front at a discounted rate for provider-ordered testing. Payment must be made at the time of service in a DLO Patient Service Center. This program is a good option to save money on lab testing for patients who are uninsured or who have a high deductible.

Open Invoice

A past due balance must be settled before new services can be provided at a Patient Service Center.

- In conjunction with Easy Pay, DLO will ask to charge a credit card if there is an unpaid balance for previous services and the bill is not in collections.
- A DLO Patient Service Representative will print the open invoice letter so the patient can review the charges and make an informed decision.
- There are three (3) types of open invoices: current, past due, and collection.
- DLO accepts all four major credit cards, debit cards, health savings cards, checks, or money orders. DLO does not accept cash.

Uninsured Patient Pricing

Full payment is due at time of service.

Payment is required in full at time of service for uninsured patients at Patient Service Centers.

- Uninsured patients may receive a discount of 40%-50% off standard prices on most testing through the Quest Diagnostics Uninsured Patient Pricing (UPP) program.
- The UPP program is only available through participating doctors.
- Patients cannot sign up for UPP at a Patient Service Center.
- DLO accepts all four major credit cards, debit cards, health savings cards, checks, or money orders. DLO does not accept cash.

QuestDirect™

Self-ordered lab testing

Great Option for Uninsured Patients or Patients with High Deductibles

DLO offers self-ordered testing for a limited menu of lab tests. Patients can choose from:

- Health Panels and Profiles
- General Health Tests
- Men's and Women's Health
- Allergy Testing
- Diabetes Screens
- Digestive Health
- Heart Health Tests
- Immunity and Infectious Disease
- STD Screens

QuestDirect™

How QuestDirect Works

Testing is done in three easy steps.

1) Purchase the test(s) needed and schedule an appointment

Select test(s) from the QuestDirect menu and add it to the shopping cart.

Pay for the test(s) and schedule your appointment.

Some testing may require fasting.

2) Visit a DLO Patient Service Center

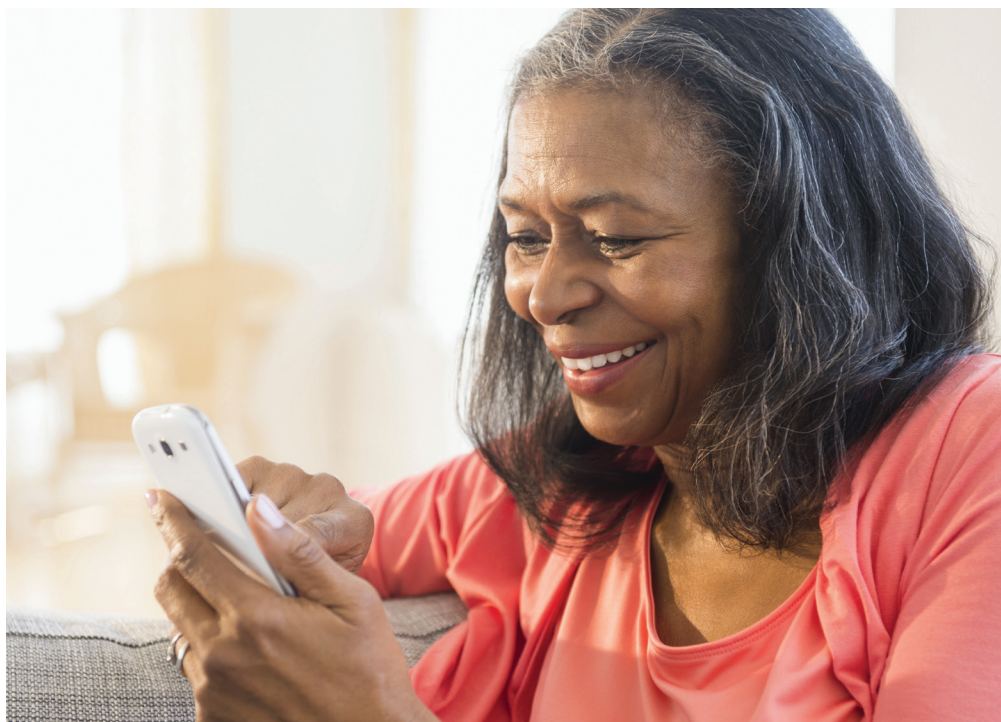
A skilled DLO phlebotomist will draw the specimen.

3) View test results online

QuestDirect test results will typically be available to view through the MyQuest™

patient portal within 24 hours. Some tests that require reflex testing may take longer than 24 hours.

Visit dlolab.com/questdirect
for more information on available
tests and pricing.



Patient Invoice

Reduce the number of patient billing inquiries you receive with easy-to-comprehend patient invoices and convenient online payment options. Billing specialists are available to answer any questions for you or your patients.



PO Box 630617
Cincinnati, OH 45263-0617



Laboratory Bill

Page 1 of 5

For services not included in your physician's bill

Bill date:	Amount due:	Due date:
Sep. 07, 2021	\$58.51	UPON RECEIPT

12345678 Lab code

2

161672-QQUD1-14

Patient Name: HARRI
Guarantor Name: HARRI

Patient payment summary

Payments in last 30 days \$0.00

Customer Service

LOG ON NOW at MyDocBill.com/DLO to conveniently pay your invoice, provide updated insurance information, or take a patient survey.

For billing questions, please email us at
contactbilling@mydocbill.com

Pay by Phone: 1.866.254.3883 (24 hours/7 days)
Questions: 1.866.254.3859

See statement details on back

1

Most recent insurance claim filed to:

Insurance Name: BS OF ILLINOIS
Insurance ID: XOF836625475
Group Number:

Lab results and diagnosis questions must be answered by your physician.

Please have your bill available for reference.

About your statement

Our records indicate there is still an outstanding balance on this account. You may make a payment online. If you have insurance and your statement does not reflect your insurance information or that the claim has been filed please go online and make sure we have your correct insurance information. You can also call our automated phone system 24 hours a day at the number listed above to make a payment or update your insurance. Thank you!

000124.113

- 1 Insurance information
- 2 Patient information
- 3 Convenient payment options, including online payment

3 easy ways to pay

3

Scan the QR code at right



Pay online :
MyDocBill.com/DLO
Live Chat during normal business hours

Pay by phone :
1.866.254.3883

▲ Please fold and tear along the perforation and remit with payment in the envelope provided ▲



Log on now. Pay your bill online securely at
MyDocBill.com/DLO or call 1.866.254.3883

Make checks payable to Diagnostic Laboratory of Oklahoma. Please include invoice number on check.

Forms of payment accepted include:



03324795000056510000001616720010



Amount Due:	12345678	\$58.51
Due date:	First Name Last Name	UPON RECEIPT
	ACCOUNT NUMBER:	INVOICE NUMBER:
	161672-QQUD1-14	3324795
Patient Name: HARRIET SIDES		
Amount Enclosed:	\$	

MAIL PAYMENTS ONLY TO:

Diagnostic Laboratory of Oklahoma
PO BOX 630617
CINCINNATI, OH 45263-0617

