



6620 Highland Rd., Suite 240
Waterford Township, MI 48327
Phone: 888-275-5221
Fax: 888-275-5224

COL.JA.004.r00

JOB AIDE

RECOLLECTIONS/REDRAWS

When it becomes known that a patient must return to the collection site for a recollection or redraw of a previously collected laboratory specimen the Collector must follow the steps indicated below.

- ✓ Client services will alert the Collector of the redraw to be collected.
- ✓ Collector informs the office of the redraw event to occur.
- ✓ They can call the patient back for recollect ONLY after the office has been informed. This is the ONLY call to a patient that a Collector can make.
- ✓ Once the first order is TNP'd, generating a cancelation of the original order, there will be no charges submitted for the first testing...in case the office or patient asks.
- ✓ Only the recollected tests will generate a charge.

Please reach out to Collections leadership if there are any questions related to a recollection event.

8/2022 wmd (author)

Reviewed and approved by:

Wendy Dalton

3/6/2023
