

NECS Laboratory—Patient Guide for a Positive Phlebotomy Experience

Having blood drawn can cause anxiety for many patients. Our goal is to ensure your experience is safe, efficient, and as comfortable as possible. The following guidance may help you prepare for your visit:

- Stay well hydrated. Consistent daily water intake supports vein health.
- You may decline lab work. Discuss any testing concerns with your provider.
- Keep your hands and arms warm to help prevent vein constriction.
- Follow any required fasting or preparation instructions from your care team.
- Mild bruising may occur after phlebotomy and typically resolves on its own.
- Inform your phlebotomist about any restrictions; on using a specific arm or hand.
- Share any anxiety you experience during blood draws so we can support your comfort.
- Expect to have labs drawn at many NECS visits to support clinical decision-making.
- Tell us about past difficulties with blood draws or veins that are harder to access.
- Some tests require prior authorization from your insurer; NECS has a team of specialists dedicated to assist with this process.
- NECS bills only for tests performed in our laboratory. Many tests are sent to reference laboratories who bill separately.
- Certain tests require signing an Advanced Beneficiary Notice (ABN).
- Some specialty tests require written consent before testing.
- Most results are available in the patient portal after provider review.
- We can draw labs ordered by outside providers; please bring paper orders with you. In certain cases we may direct you a reference lab to have some labs drawn.
- Feel free to ask questions—our team is here to help you.

Our laboratory team is committed to providing a clear, safe, and supportive experience. If you have questions or concerns after your visit, please email the Lab Director, Jim DiPhilippo, at diphij@newecs.org.