

## Client Rights and Responsibilities Overview

Welcome to the Oregon Veterinary Diagnostic Laboratory at Oregon State University. Our goal is to serve you in the best way possible. We want you to understand each step from submission to final reports and payments. To better help you understand our policies, please read this document carefully, initial the lines on the left and sign at the bottom of the document where indicated; a copy can be made available for your records. OSU may change its policies due to laws, regulations, or practices and will notify you of substantial changes.

### Tests, Fees & Submission

\_\_\_ I understand the Oregon Veterinary Diagnostic Laboratory (OVDL):

- Cannot guarantee a definitive diagnosis.
- Does not recommend or prescribe treatment.
- Will assess a biohazard fee and may not be able to test specimens submitted in an inappropriate container such as syringes, exam gloves, OB sleeves, containers without sealable lids or leaking containers.
- **Will not accept specimens in syringes with needles.** Specimens of this type will be discarded and charged an accession fee, and may also be charged a biohazard fee. A new sample will be required to proceed with testing.
- Will not bill any third party. Laboratory services will be billed to the client account who submitted the request.
- Will apply STAT fees to applicable tests when requested by the submitter. Not all tests are available for STAT processing.
- May encounter circumstances that necessitate the use of diagnostic testing services provided by other accredited or recognized laboratories. The submitter will be informed if this occurs. Submitter is responsible for shipping costs.
- Will notify the client if it becomes apparent during the course of testing that the cost of services will exceed the cost of tests initially requested. The laboratory will contact the client for verbal authorization for any additional test(s) discussed.

\_\_\_ The sender is responsible for postage or courier costs for packages sent to OVDL. Adherence to mailing and shipping regulations is the responsibility of the sender. Samples arriving to OVDL that are not properly packaged may incur an additional handling fee and biohazard fee, and may not be processed.

### Necropsy & Disposal

\_\_\_ I understand the OVDL Necropsy & Disposal service:

- Requires that post necropsy remains be released only to a licensed crematory service.
- Requires cremation arrangements be made directly with crematory service by submitter or client.
- Requires if cremation is elected, the OVDL must be notified of arrangements within three (3) business days from the submission date. Routine disposal will be completed if no notification is received or no selection is made.

### Records

\_\_\_ Preliminary and final reports will be released only to the primary account holder and any authorized users approved by the primary account holder, and to one time contacts listed on the submission form.

\_\_\_ At times, an animal is referred to the Veterinary Teaching Hospital (VTH) at Oregon State University. Without prior authorization, we are unable to release results for your patients until we make contact with the submitting party. By initializing this line, you authorize the release of your patients OVDL records to the VTH, upon their request.

### Billing & Payment Information

\_\_\_ You will receive an invoice from OVDL for all finalized accessions detailing all services rendered and charges incurred.

\_\_\_ You will receive a monthly Billing Statement processed on the last day of each month listing your account balance.

\_\_\_ Payment is due in full on or before the 1st of the month following the month in which the Billing Statement was sent.

\_\_\_ Regardless of the outcome of the test results, you are responsible for full payment of all services rendered by the Oregon Veterinary Diagnostic Laboratory (OVDL).

\_\_\_ OVDL payment options

Portal: VISA, MasterCard, and Discover credit cards

USPS: single-party checks

In person: cash, single-party checks, VISA, MasterCard, and Discover Payments

\_\_\_ A debtor may challenge a charge within 60 days after the first bill on which the suspected error or problem appeared. Challenges should be directed to the OVDL Business Office. Documentation must include a copy of the bill challenged and documentation evidencing the suspected error or problem.

### Collection Accounts

\_\_\_ OVDL services may be restricted or denied due to accounts that have entered the collection process. See Revolving Charge Agreement for details.

I hereby state that I am 18 years or older and that I have read and understand this Rights and Responsibilities Overview and acknowledge receipt of a copy.

\_\_\_\_\_  
Signature of Primary Account Holder

\_\_\_\_\_  
Printed Name of Primary Account Holder

\_\_\_\_\_  
Date