

Turnaround Time Guarantee Certificate

BLOOD TESTS LONDON HELPLINE 0207 127 0703 or email support@bloodtestslondon.com



Ordering

- Order Online 24/7, 365 days a year
- Pay by Card or by PayPal



Attending

- Patient Reception open 6 days a week
- Closed Bank Holidays



Collection

- Be seen within 10 minutes of Arrival
- Comfy Waiting Area



Transportation

- Courier to Laboratory every 15 minutes
- 7 Minute journey by Motorbike Courier



Sample Preparation

- Sample Reception at Laboratory
- Book in correct tests



Sample Analysis

- TDL Pathology and accredited Partners
- Quality Management Systems



Results Verification

- Performed for all tests
- May require further tests



Report to Doctor

- Sent to Blood Tests London in PDF Format
- Only sent once all tests back



Check and Re Verify

- Check to see all tests are reported
- Verify that results are well reported



Report to Client

- Express Results sent straight to patient
- Asked for Doctor's Comments? Add 24 hours



Doctor's Comments

- Given within clinical knowledge parameters
- Suggestions as to next steps given

Our Guarantee to You

We Guarantee that you will receive your results in or before the stated number of working days of the longest test analysis within your pathology request. Our working days end at 9pm. If you do not we will refund your money for the tests that are late.

bluehorizon
BLOOD TESTS LONDON



Our Express Results Guarantee is valid for the period between you attending for your blood draw and receiving unreported results.

*Turnaround times are quoted in working days which exclude Saturdays, Sundays and Bank Holidays. A test that is attended for on a Wednesday for instance with a 1 working day turnaround is guaranteed for express results to be sent to you the client by 9pm on Thursday, but may well be sent before.

**Refunds will be given in full if a test is late. With profiles a partial refund will be given as a proportion of tests within that profile that are overdue.

For instance, if we were late in supplying results for Hepatitis then that test would be refunded in full. If a Female hormone profile were ordered, which has 4 tests, and one of those were late then the refund would be 25% of the total of that profile.

Allow one extra working day if you don't have a doctor and would like our Doctor to pass comment on your results.