NHS Foundation Trust

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Dear users,

Re: Implementation of pre-test payment policy for international and individual/private users of the Oxford Immunology laboratory

Due to continued developments of the Oxford Immunology service, we are undertaking changes to our charging structure for the tests that we offer to our international (non-UK) and individual/private users of our service.

Pre-payment of tests will be required from **2**nd **July 2018**. All samples sent to the department, will be required to have a prior payment reference number accompany them. This reference number will be obtained by the user prior to sending the samples. This will be achieved by calling/emailing the Oxford Immunology department and paying for the total amount of tests that are to be requested on all the samples in that shipping batch. Any samples that are received without an accompanying payment reference number will be held at -20°C and a report will be sent back to the user asking for them to phone/email and pay for the requested testing before we will proceed (please see flow chart below).

The Oxford Immunology laboratory will be available for phone calls Mon-Fri (excluding UK bank holidays) 9:30am – 5:30pm. The number to call for test payments will be (+44) 01865 225921. Alternatively, test request payment orders can be made via email by emailing Immunology.office@nhs.net. You will need to have a valid bank card (Mastercard/Mastercard Debit/Maestro/Visa/Visa Debit/Visa electron) ready or give the details via email to complete the order. Once payment has been successfully made you will be provided with your payment reference number (to be included with the sample/batch of samples that you will be sending) and the minimum sample volume requirements for each sample that is to be sent. **Tests that cannot be completed due to insufficient sample volume will not be refundable.**

Please note: All samples sent must still have an accompanying paper request card detailing the patient's identifiable data, the location for results to be sent to and the specific test requests.

We apologise for any inconvenience that this may cause, we are in the process of developing an online web based requesting and payment platform that should be online in winter 2018 to streamline this process.

Any users who wish to discuss this new arrangement should not hesitate to email me on my contact email address above

Kind regards

Dr Ross Sadler PhD FRCPath Clinical Lead for Laboratory Immunology



Oxford Immunology pre-test payment procedure for international (Non-UK) and private/individual users

Outline of pre-test payment process

Requesting tests by phone

User calls laboratory to pay for sample tests (+44 (0)1865 225921)

Laboratory staff member asks user for details of patient name, DOB and tests for specific patient.

Requested tests are costed and relevant information is given to user including sample volume requirements

Payment is taken via card payment process, once approved, payment reference code given to user to be included with samples when sent.

Requesting tests by email

User downloads pretest payment form from Oxford Immunology website

User emails completed form to Immunology.office@nhs.net

Oxford Immunology reply to user with confirmation that payment has been successful, to supply the payment reference number and to supply minimum sample volume requirements for each patient sample

When sample arrives at Oxford Immunology

Samples arrive at laboratory with payment code supplied

Samples that have been sent are verified against the original payment request

Sample is tested, results generated, reported and sent to user.

Samples arriving at the Oxford Immunology department without a payment reference code will be stored at -20°C. A report notifying the user that pre-payment is required will be sent. Testing will not occur until payment is made.