

The process and terms and conditions of providing the HOME SAMPLING service

1. The HOME SAMPLING service offers a **mobile sample collection point** providing the collection of a biological sample (venous blood sampling) for your purchased out-of-pocket laboratory test and it is performed **at an address and time of your choice**. This service is offered by **Medirex, a.s.**, with its registered office at Holubyho 35, 902 01 Pezinok, company ID: 35 766 450 (hereinafter referred to as "**Medirex**").
2. The HOME SAMPLING service is provided by a professional provider of health care services, **ZÁCHRANNÁ SLUŽBA – Event Medical Solutions, s. r. o.**, with its registered office at Družobná 21, 821 06 Bratislava, company ID: 52 389 413 (hereinafter referred to as "**Provider**"), who will **perform blood sampling directly at your home or at a suitable location of your choice** by sending a healthcare professional qualified and certified to perform the healthcare intervention.
3. The HOME SAMPLING service can only be purchased online on the Medirex website at www.medirex.sk as a **part of the selected bundle of laboratory tests** which features this option as available in the section "*Select the place and time of sample collection – Test in sampl. – HOME SAMPLE COLLECTION*".
4. The HOME SAMPLING service **only binds to a single product bundle containing tests and is linked to a single client** from whom the sample collection will be performed. If you are interested in several test bundles performed simultaneously or demand that sample collection be performed for other persons (maximum 2 additional persons) at the same address, these test bundles may be purchased additionally at the time of sample collection directly from the provider (in the ambulance car) at prices published on our website at www.medirex.sk. Payment on site is only possible in cash and at a precisely specified product price. You will receive the receipt of payment from the provider in electronic form within 24 hours of payment.
5. **The time of sample collection** you have selected in your order **represents a time frame of 2 hours** taking into account the duration of the sampling itself as well as the transportation of the ambulance car and the current traffic situation. If, for example, you selected the time of 8:00 a.m., the ambulance car will arrive between 8:00 a.m. and 10:00 a.m. In case of unforeseen events causing that it will be impossible to comply with the selected time frame the ambulance crew will contact you by phone.
6. By purchasing the HOME SAMPLING service, you acknowledge that the provider will contact you at the phone number provided. At the same time, you hereby declare that the specified **sample collection address** is correct, existing and located in the selected location.
7. Before the scheduled time of sample collection, **the crew of the ambulance car will contact you directly by phone on the selected day** to specify the actual time of arrival. In the event that you are not available even for a second phone call at the specified phone number at the scheduled time of collection, or should the address you entered be incorrect, the ambulance car will not arrive at the address you selected and the paid deposit for the HOME SAMPLING service will be offset against the no-show penalty for missing a sample collection appointment in the amount of 100% of the deposit paid.
8. **For the sample collection itself, prepare your ID card** to confirm your identity, and possibly an appropriate respiratory tract protection (face mask) in accordance with the current legal and epidemiological measures.
9. **For sampling, select a quiet location offering sufficient space** (e.g. at a dining table, in the armchair in the living room or in the conference room). The blood sampling itself takes place while you are sitting or lying down according to your personal preference. The most common collection of blood sample is carried out from the inside of your elbow (*antecubital fossa*).
10. If necessary, you can change the selected date of the sample collection once, directly in the Client Zone on our website at www.medirex.sk no later than 24 hours before the scheduled sampling. **If you have any questions, please contact us by phone on 0800 400 800 on working days from 7:00 a.m. to 4:30 p.m.**
11. For the smooth performance of the service, **it is necessary that you follow all the instructions before the sample collection indicated next to the specific laboratory test bundle at www.medirex.sk**. If urine/stool is part of the sample, hand it over to the vehicle crew in the test tube type and volume as defined and required in the above instruction. Test tubes for urine/stool samples can be purchased at any pharmacy or we will provide them for free at the premises of one of [our sample collection centres](#).
12. Before sample collection, it is necessary **to remain adequately hydrated** (most suitably water). We recommend that you do not perform any intense physical activity for at least 5 hours after blood sampling.
13. **You will receive the test result** in a password-protected pdf file sent to **your e-mail address**. You will also find it online in the Patient Zone section after logging into your profile.
14. **We do not perform sample collections in children under the age of 15**. A minor aged 15 or older may be tested only if accompanied by his/her legal guardian, who will grant consent to the collection of a biological sample from the child. In the event of a fundamental non-compliance of a minor, we reserve the right not to perform sampling of biological material, whereas such a case will be considered as no-show at the sampling appointment which will entail a penalty under section 7 of these terms and conditions.
15. In the event that certain issues, contractual relations, rights and obligations of clients, the provider and

Medirex are not regulated in these Terms and Conditions, the provisions of the applicable **General Terms and Conditions for the provision of laboratory tests** to Medirex published on www.medirex.sk at the time of ordering the service shall apply.

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