

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

1. The HOME SAMPLING service offers a **mobile sample collection point** which will perform the collection of biological specimen (venous blood sampling) for your purchased self-paid laboratory test is performed at an **address of your choice** and at a time selected by you. This service is provided 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 delivered by a healthcare provider (hereinafter referred to as "**Provider**"), who **will perform the blood sample collection directly at your home or at a suitable premises of your choosing** by appointing a healthcare professional with competence to perform the medical interventions.
3. The HOME SAMPLING service can only be purchased online on the Medirex website at www.medirex.sk **as part of the selected bundle(s) of laboratory tests**, which offers this option in the section *"Select the place and time of sampling – Test in sampling. – HOME SAMPLING"*.
4. The HOME SAMPLING service **is linked to just one client** at whose home the sample collection will be carried out. In the case you are interest in the collection of sample for other individuals (maximum 2 additional persons) at the same address, it is possible to purchase these test bundles at the time of sampling directly from the service provider of HOME SAMPLING at prices published on our website at www.medirex.sk. Payment on site is only possible in cash and in the amounts precisely specified in the pricing of the given product. You will receive a proof of payment from the Provider as soon as possible after payment in electronic or paper form.
5. **The collection time** you have selected in the order **represents a time frame of 2 hours** taking into account the needs for the sampling itself and the transportation with the ambulance car as well as the current traffic situation. For example, if you chose the sampling time of 8:00 a.m. the ambulance car will arrive between 8:00 a.m. and 10:00 a.m. Should any unforeseen events arise that make it impossible to comply with the time frame specified in advance, the crew of the ambulance car will contact you by phone.
6. By purchasing the HOME SAMPLING service, you acknowledge that the Provider will be contacting you at the phone number provided. At the same time, you are deemed to declare that the specified **sampling address** is correct, existing, and located in the selected city.
7. **On the selected date**, before the scheduled time of sample collection, **the vehicle crew will contact you directly by phone** to specify the arrival time. In the event that you cannot be reached with two consecutive phone call attempts at the specified phone number at the scheduled time of collection, or the address you entered is incorrect, the ambulance car will not arrive at your selected address and the deposit paid for the HOME SAMPLING service will be offset against the penalty for missing the sample collection appointment in the amount of 100% of the deposit paid.
8. **For the collection itself, prepare an ID card** for your personal identification, and possibly appropriate respiratory protection (face mask) in accordance with current legal and epidemiological measures.
9. **For sampling, select a quiet and spacious location** (e.g. at the 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. Most often, blood sampling is performed from the elbow pit.
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, do not hesitate to 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 with 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 predefined test tube type and volume as required in the above instructions. You can buy urine/stool tubes at any pharmacy, or we will provide them for free at one of our [sample collection centers](#).
12. Before sample collection, it is necessary **to remain adequately hydrated** (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 in the Patient Zone after logging into your profile.
14. **We do not perform sample collections in children under the age of 15 in our laboratory.** 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 the minor, we reserve the right not to perform sampling of biological material, whereas such a case will be considered as missed appointment which will include a penalty as defined in item 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 of Medirex published online at www.medirex.sk** at the time of ordering the service shall reasonably apply.

**Updated:
28/02/2023**