Privacy Policy

Effective date: December 1, 2026

1. Introduction

Phlebstick Mobile LLC respects your privacy and is committed to protecting the confidentiality of your personal and medical information. This policy explains how we collect, use, maintain and disclose information obtained through our website and services.

2. Information we collect

We may collect your name, date of birth, contact information, service address, laboratory orders, relevant medical information, healthcare provider and laboratory details, insurance information when applicable, billing information, and website usage information such as browser details and IP addresses.

3. How we use your information

We may use information to schedule and manage appointments; provide mobile phlebotomy, specimen collection and drug screening services; coordinate with healthcare providers and laboratories; process payments; send service-related communications; respond to inquiries; improve operations; and meet applicable legal obligations.

4. Information sharing and disclosure

We do not sell or rent personal or medical information. Information may be disclosed to authorized healthcare providers, laboratories, personnel, payment processors and other service providers as necessary and legally permitted. We may also disclose information when required by law or lawful government requests.

5. Medical information and confidentiality

We recognize the sensitive nature of medical information and are committed to protecting patient confidentiality under applicable federal and state privacy laws, including HIPAA where applicable. Medical information is used or disclosed only as authorized or otherwise legally permitted.

6. Payment information

Payments may be processed by third-party payment providers subject to applicable requirements and their respective privacy and security policies.

Privacy Policy

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7. Cookies and website analytics

Our website may use cookies and similar technologies to support functionality and understand website performance. Visitors may manage preferences through their browser or available website controls. Any use of tracking technologies must comply with applicable privacy requirements.

8. Electronic communications

We may send appointment confirmations, reminders, preparation instructions and billing notifications. Promotional communications are separate from service-related communications, and you may opt out of promotional messages.

9. Data security and retention

We are committed to implementing reasonable administrative, physical and technical safeguards against unauthorized access, disclosure, alteration or misuse. Information is retained as necessary for service delivery, contractual obligations and applicable legal requirements.

10. Your privacy rights

Subject to applicable law, you may request access to or correction of your information, restrictions on certain uses or disclosures, deletion where permitted, withdrawal of certain authorizations, or submit a privacy complaint.

11. Third-party websites

External websites and services may maintain separate privacy policies. We encourage visitors to review those policies before submitting personal information.

12. Changes to this policy

Updates will be published with a revised effective date to reflect changes in operations, technology or applicable legal requirements.

13. Contact us

For privacy-related questions, concerns or requests, contact Phlebstick Mobile LLC, Bristol, Connecticut.
Email: [Business email] | Phone: [Business phone number]

Terms and Conditions

Effective date: December 1, 2026

1. Scope of services

Phlebstick Mobile LLC provides mobile phlebotomy, specimen collection, authorized specimen preparation and transport, laboratory coordination, and DOT and non-DOT specimen collection services, as applicable. Services are subject to availability, location, and collection requirements.

2. Appointments and laboratory orders

Patients must provide accurate contact and service location information and submit valid laboratory orders when required. Patients should follow preparation instructions from their healthcare provider and notify us of relevant collection needs. Appointments are subject to confirmation.

3. Pricing and payment

Mobile blood draw fees vary by location, collection requirements, and additional services. A non-refundable $100 deposit is required at booking and applied toward the service price. The remaining balance is due upon completion of services. Patients are encouraged to request a quote before booking. Laboratory testing fees are separate unless expressly stated.

4. Insurance and laboratory billing

Individual patients are billed directly for mobile phlebotomy services. For recurring organizational services, laboratory partners may bill patients' insurance for eligible laboratory services under applicable arrangements. Insurance coverage and reimbursement are not guaranteed.

5. Collection and laboratory responsibilities

Successful collection cannot be guaranteed. Laboratory testing, interpretation, and release of results are the responsibility of the performing laboratory and ordering provider, as applicable. Phlebstick Mobile does not diagnose conditions or provide treatment recommendations.

6. Safety and service limitations

Patients must provide a reasonably safe and accessible collection environment. Services may be postponed or stopped when safety, consent, valid orders, or specimen integrity requirements cannot be met. This service is not an emergency medical service; call 911 for emergencies.

7. Cancellations and rescheduling

Please refer to our separate Cancellation Policy. Any applicable fees must be disclosed before booking. Organizational agreements may establish separate scheduling and payment terms.

8. Privacy and website use

Personal and medical information is handled as described in our Privacy Policy and applicable law. Website users must not submit false information, interfere with website operation, or access another person's information without authorization.

9. Applicable law and changes

These terms are subject to applicable Connecticut and federal law and do not limit rights that cannot legally be waived. Updates will be posted with a revised effective date. Changes do not retroactively alter confirmed booking terms without agreement or legal authority.

10. Contact

For questions regarding these terms, contact Phlebstick Mobile LLC through the contact information listed on our website.

Cancellation Policy

Effective date: December 1, 2026

1. Appointment deposit

A non-refundable $100 deposit is required when booking an individual mobile blood draw appointment. The deposit is applied toward the total service fee, with the balance due upon completion of services.

2. Cancellation notice

Patients are requested to provide at least 24 hours' notice before their scheduled appointment when canceling or requesting a reschedule. Please contact Phlebstick Mobile LLC directly using the contact information on our website or appointment confirmation.

3. Late cancellations and missed appointments

The $100 deposit is non-refundable for patient-initiated cancellations and missed appointments, subject to applicable law. Late cancellations, rescheduling requests made less than 24 hours before an appointment, missed appointments, or inability to access the service location may be subject to additional fees if disclosed and agreed to at booking and permitted by law.

4. Rescheduling

Rescheduling is subject to availability. Any change to the service location or collection requirements may affect the quoted price. We will communicate applicable changes before confirming the new appointment.

5. Company-initiated cancellations

If Phlebstick Mobile cancels an appointment and cannot provide the agreed service, the patient may choose to reschedule or receive a refund of amounts paid for the unprovided service.

6. Unsuccessful collections and exceptional circumstances

If collection cannot be completed, any applicable fee or refund will be determined according to the disclosed booking terms, circumstances, and applicable law. Patients should contact us promptly regarding illness, emergencies, or other unexpected circumstances.

7. Organizational services

Recurring facility and organizational appointments may be governed by separate written agreements. Where applicable, the agreed contractual cancellation terms will govern.

8. Questions and refund requests

Contact Phlebstick Mobile LLC using the contact information on our website or appointment confirmation for cancellation, rescheduling, or refund inquiries.

Accessibility Statement

Effective date: December 1, 2026

1. Our commitment

Phlebstick Mobile LLC is committed to making our website and services accessible to individuals with disabilities and to providing an inclusive experience for patients, caregivers, and healthcare partners.

2. Website accessibility

We aim to improve the usability of our website for people using assistive technologies, including screen readers, keyboard navigation, and text enlargement. We use the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA as an accessibility improvement target, not a certification of current conformance.

3. Alternative access and assistance

If you experience difficulty navigating our website, booking an appointment, submitting information, or accessing a document, please contact us. We will work with you to identify a reasonable alternative way to access the information or service.

4. Service accommodations

Patients and caregivers are encouraged to communicate accessibility or accommodation needs when arranging services. We will consider reasonable accommodations consistent with applicable law and safe specimen collection practices.

5. Third-party services

Some website features may be provided by third-party scheduling, payment, or other service platforms. Accessibility may vary across these platforms. Please notify us if a third-party feature creates a barrier so we can explore alternative access.

6. Feedback and ongoing improvement

We welcome feedback about accessibility barriers and opportunities for improvement. We aim to review reported issues and take appropriate steps to address them. This statement may be updated as our website and services evolve.

7. Contact us

For accessibility assistance or accommodation requests, contact Phlebstick Mobile LLC using the phone number or email address listed on our website. Please describe the barrier and your preferred method of communication. Avoid including unnecessary medical information in general website inquiries.