
DR CINDI CROFT, PLLC – *THE FUTURE OF MEDICINE*



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TEST KIT FAQs

Are my lab results in?

Once your labs have arrived, Dr. Croft will review them in depth & make them available in your chart via your patient portal. Some tests take 4+ weeks. You will be discussing them during a visit. **You do not need to call or email about your labs.**

How do I complete the Test Kit I received in the mail?

Each test kit comes with very detailed "how to" page or instructional videos. Follow them carefully!

We recommend you lay everything out on a table & with a highlighter or colored pen mark key instructions as you read. This will help insure you do not make any errors in collections.

Do I take my medications, herbs & supplements while doing the Test Kits?

You may continue all medications except antibiotics, antifungals & probiotics are not recommended for most stool kits. Please read the kit instructions for guidelines of how long to wait after your are finished with these particular Rx before completing. Your doctor will instruct you if your supplements or herbals need to be stopped during a Test Kit.

How long do I have to complete the 3 day stool kit?

You may take a week to finish this kit. Be sure to properly label every specimen.

Do I really need to restrict my water intake to 24 oz. for this Urine Kit?

Yes, the lab may reject your sample if it is too dilute. Some items tested for (organic acids & hormones) must be very concentrated in the urine for accurate results. Try getting one 24 oz. container and space your drinking throughout your day. One container will help you visualize your drinking more easily.

When do I go for my Test Kit labs?

Urine samples may need to be frozen several hours before shipping. Read the instructions closely. If this is the case, we recommend you collect the urine the day before you intend to go fasting to the lab. This way you can collect the first morning urine the day before & freeze it thoroughly. Be sure you do not forget it or the ice pack in your freezer the next morning. Place a sticky note somewhere you will see it-- your bathroom mirror or back of your front door.

Some lab facilities will only process specialty lab kits Mon, Tues or Wed. This is because the labs must arrive to the specialty laboratory before the weekend. We recommend you go either on a Monday or Tuesday.

Will my insurance cover the specialty lab kits?

Please check directly with the lab company's billing department. They can inform you if they take your insurance. It is also recommended you specifically check with your insurance carrier. If the kit is not covered discuss this with your doctor because there may be a discounted provider rate.

Are charges eligible for HSA or FSA reimbursement?

Yes, this is one smart method of paying for your health care needs with pre-tax dollars.

If we haven't fully answered all of your questions, please just ask.

We are here to assist you.
