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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<sup>nd</sup> 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](mailto: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

