



Innovative Gx
Health

**SPECIMEN &
TRANSPORT
GUIDE**

2022

We welcome you to **Innovative Gx Laboratories**

Innovative Gx Laboratories is dedicated to delivering high-quality PCR and Next Generation sequencing solutions to physicians across the nation. Our goal is to provide a full solution laboratory facility by delivering exceptional diagnostics and actionable results from our team of PharmDs. (only for infectious disease testing) or reviewed by a Genetic MD expert in case of using our genetic testing options.

We are glad that you have joined us as a new client and our entire Client Services Team looks forward to working with you.

WE STRIVE TO DELIVER:

- Efficiency
- Fix issues with results (if any)
- Rapid turnaround times
- A strong focus on compliance

Client Services & Sales Support:

Our address:

5410 Fredericksburg Road, Suite A304
San Antonio TX 78229
Corporate & Fax: **(210) 352-5175**
Toll-free: **866-3PCR-DNA**

Client Services

support@innovativegx.com
COLA ID# **28120**
CLIA# **45D2155835**

General Billing Inquiries

Corporate & Fax: **(210) 352-5175 press 5**

Ordering Supplies

Visit **www.innovativegx.com/order**

Accessing Patient Lab Reports

Visit **www.innovativegx.limsabc.com**

For Provider login information,

Please contact Client Services at
(210) 352-5175

We believe our comprehensive program helps health care professionals deliver exceptional clinical and operational performance.

Thank you for trusting us with your patients.

NASOPHARYNGEAL SPECIMEN COLLECTION FOR COVID-19 TESTING

SUPPLIES

You will need the following:

- Electronic Patient Portal registry with QR code.
- Paper requisition forms available upon request.
- (15-25) Nasopharyngeal (NP) swabs, each with 1.5 ml Universal Transport Media QC- UTM1 (Copan UTM or equivalent) in each collection tube
- (1) Shipping Bag
- (1) Biohazard bag
- Shipping Labels

1 LABEL THE SPECIMEN TUBES



- + Print patient's full name (First and Last name) and Date of Birth on the tube label using a ball point pen or permanent marker.
- + Improperly labeled tubes will cause a rejection

2 COLLECTING THE SPECIMEN



- + Make sure collection devices are properly sealed and labeled.

3 FILL OUT REQUISITION FORM

- + Please now go online to IGX lab portal (please follow steps to submit e-req forms online).
- + Make sure to include patient demographics & ICD-10 codes. Insurance card information and patient and doctor's signature.

4 COLLECTION INSTRUCTIONS (COVID)



- Have the patient blow their nose in a tissue to clean excess secretions from the nasal passage.
- + Using laboratory glove, remove the swab from its plastic packaging and discard the packaging.
- + Tilt the patient's head back slightly so that the nasal passage becomes more accessible.
- + Instruct the patient to close their eyes to lessen the mild discomfort of the procedure.
- + Gently insert the NP swab along the nasal septum just above the floor of the nasal passage to the nasopharynx until resistance is felt.
- + Rotate the NP swab gently against the nasopharynx for 10 to 15 seconds.
- + Once completed, unscrew the cap of the included vial (with stabilization fluid) and insert the NP nasal swab into the vial, brush first until it hits the bottom of the vial.
- + Lift the NP swab out of the vial by approximately half an inch (0.5 in.) and break off the shaft of the NP swab at the rim of the vial by bending at the perforation; discard the remainder of the shaft. Let the shortened brush end of the swab slide to the bottom of the vial and cap the vial; screw tightly.

5 PREPARE THE TUBES FOR SHIPPING



- + Place specimen tubes into biohazard bag.
- + Place folded requisition, patient consent, demographic and insurance information into document pouch within biohazard bag.
- + Follow the instructions on the Shipping & Packaging Instructions document.
- + Specimens shipped during the summer months are recommended to be shipped with ice packs provided by the laboratory.

6 SPECIMEN HANDLING

- + Protect samples from heat and light. Samples shipping the same day can be left at room temperature, refrigerate (2 to 8°C) if shipping the next day. Ship specimens to laboratory within 24-48 hours of collection.

7 REJECTION CRITERIA

Samples with any of the following will be rejected for laboratory testing:

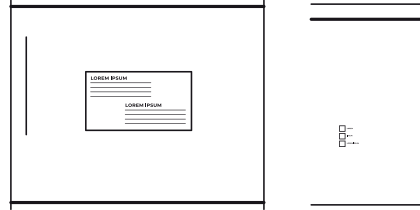
- + Testing materials other than included in Innovative Gx COVID-19 testing kit.
- + Cracked/broken tubes.
- + Missing swabs.
- + Dry swabs.
- + Inappropriate UTM buffer type or volume used (volume greater or less than 1.5 ml).
- + Samples stored longer than time frame indicated above.
- + Tubes missing patient information.

SHIPPING AND PACKAGING INSTRUCTIONS

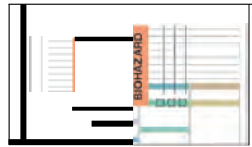
PACKAGING

You will need the following:

- Frozen 3 oz. ice packs (recommended for summer months shipping)
- (1) Shipping bag
- (1) Biohazard bag



1 PREPARE THE SAMPLE



- + Place tubes into provided biohazard bag.
- + Place folded requisition, patient consent, demographic and insurance information into document pouch within biohazard bag.

2 PACK THE SHIPPING BAG

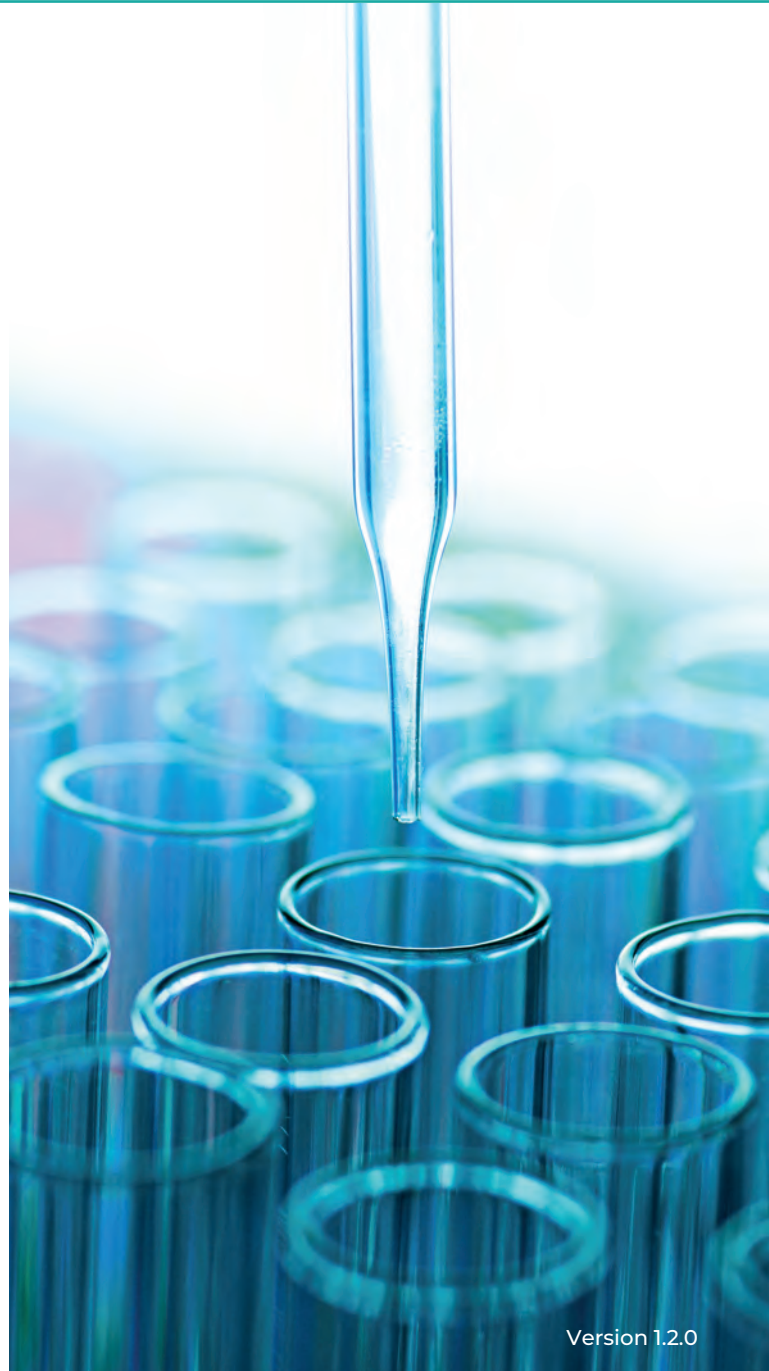


- + Place specimen biohazard bag into laboratory specimen transport pack (laboratory recommendation is to ship summer months specimens with ice packs).
- + Peel sticker on flap and folder over to seal the shipping bag.

3 SHIP THE BAG (UPS or FEDEX)



- + Peel and stick the provided pre-printed shipping label onto bag.
- + Your specimens are ready to be shipped, place overnight bag in pickup area.



FREQUENTLY ASK QUESTIONS

HOW CAN I REACH CLIENT SERVICES?

- Email: support@innovativegx.com
- Phone/FAX: (210) 352-5175
- Hours 8 am - 10 pm Central. M-F

SUPPLIES AND SHIPPING

A. Are supplies shipped Express or Ground?

- All supplies are shipped Next Day Air delivery

B. How do you order restock supplies?

- Fill out reorder form and email/fax or order online at: <https://innovativegx.com/order/>
- "Assigned Field REPS" will be make sure clinic never runs out.

C. Do all samples need ice packs?

- COVID-19 samples shipped during the summer months are recommended to be shipped with ice packs provided by the laboratory

D. If samples are collected on Friday does a special label need to be used?

- All labels should be shipped Mon-Sat, Friday must say Saturday delivery (all labels should come with Sat delivery, please notify us if you get a label without Saturday delivery).

TEST ORDERING

A. How many times does a patient have to sign when collecting a sample?

- Once on the requisition

B. How many times does a provider have to sign when collecting a sample?

- Once on the requisition

C. How should a sample be labeled?

- 3 identifiers on samples- Full name, DOB, DOS

D. How long to process new account forms?

- 24 hours

E. When do Supplies ship out?

- Next day after sending new account forms

F. Once received how long for results?

- Results delivered 24 hours from receipt by laboratory

G. EMR Integration?

- Yes, if the account is approved by management

H. How are reports delivered?

- Fax or portal

Innovative Gx Laboratories (IGx) is a state-of-the-art molecular diagnostic laboratory that specializes in genetic and infectious disease testing. Please contact our molecular consultant staff to help you establish a custom program for your patients or answer any questions you may have. We are happy to help improve your patient care with our services and support physicians with the precision of molecular diagnostics.

We offer molecular diagnostic testing in the areas of:

Germline Genetic Testing

- Pharmacogenomics (PGx)
- Hereditary Cardiovascular Disease
- Hereditary Cancer

Infectious Disease Testing

- SARS-CoV-2 (COVID-19) RT-PCR
 - Nasopharyngeal swab (NP) specimen
 - Lower Nasal swab specimen
 - Saliva specimen
- Respiratory Pathogens (RPP)
- Urinary Tract (UTI) and Sexually Transmitted (STI) Infections
- Wound & Nail Pathogens
- Women's Health
- Gastrointestinal (GI) Pathogens
- Molecular Antimicrobial Resistance (AMR) identification can be included with infectious disease testing

For more information on Innovative Gx Laboratories' pharmacogenomics testing program and our other molecular diagnostic services, please contact our Medical Affairs team:

Clinical and Technical Support

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***Quality and rapid personalized molecular analysis
for better patient care!***



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Health