

SALIVA SARS-CoV-2 (COVID-19)

TESTING MANUAL 2022



Innovative Gx
Health

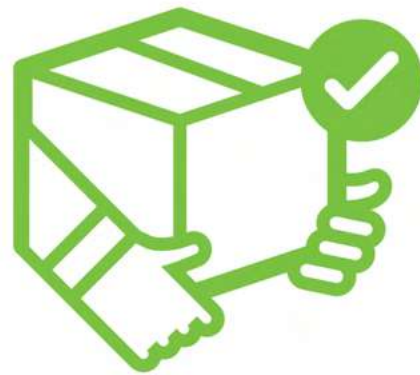
WE WELCOME YOU TO INNOVATIVE GX LABORATORIES

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



Client Service & Sales Support:

Our address:

5410 Fredericksburg Road, Suit A304
San Antonio TX 78229

Corporate & Fax: (210) 352-5175

Toll-free: 886-3PCR-DNA

Client Service

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 Service** 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 testing needs.

SALIVA SPECIMEN COLLECTION FOR COVID-19 TESTING

SUPPLIES

You will need the following:

- (15-25) Mlife True Tm Oral Fluid/Viral Collection Kit
- (1) Biohazard bag
- Shipping Label
- (1) Shipping Bag

1

SCAN THE SPECIMEN TUBES

Label the vial containing the viral transport with proper identifiers (First Name, Last Name, DOB) and scan the barcode or enter the barcode number received with your testing kit into the LIMSABC system to create patient requisition.

2

COLLECTING THE SPECIMEN

Open your mLife True TM Oral Fluid Collection Kit and place the contents on a clean, dry, and stable surface. Go to mLifeDx.com/truevideo or scan the QR Code on the back cover to view the instructional video.

3

COLLECTION INSTRUCTIONS (COVID)

- Uncap the vial containing the viral transport buffer and screw onto the bottom of the compression tube. DO NOT SPILL BUFFER. If the buffer contacts skin flush immediately and completely with water.
- Keep the compression tube with buffer attached in an upright position at all times so that it does not spill out of the vial into the tube.
- Remove swab from compression tube and insert swab into mouth. Scrub all surfaces inside mouth for no more than 30 seconds.
- Put swab in a comfortable position in your mouth and generate saliva until swab is thoroughly saturated. When a sufficient specimen is collected, a **solid red rectangle** indicator bar will appear on the swab stem. It may take several minutes to fully saturate the swab with saliva. DO NOT BITE OR OTHERWISE SQUEEZE SALIVA FROM THE SWAB.

- Once sufficient saliva has been collected in the swab firmly grip the compression tube in one hand and insert the swab in an upright position into the tube with the other hand so the swab enters the funnel gasket.
- DO NOT LET SWAB HANG ON THE FUNNEL LEDGE.
- Steadily push the swab into the tube as far as possible to compress swab and release saliva.
- Remove the vial from the compression tube and securely tighten the cap on the vial containing the deactivation buffer and collected saliva. Shake CAPPED vial for 5 seconds.
- Dispose of the compression tube and the swab at this time.

4 PREPARE THE TUBES FOR SHIPPING

- Place specimen tube into biohazard bag.
- Follow the instructions in the Shipping & Packaging Instructions section.

5 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.

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

6 REJECTION CRITERIA

- Testing materials other than included in InnovativeGx COVID-19 testing kit.
- Cracked/broken tubes.
- 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 QR code.

SHIPPING AND PACKAGING INSTRUCTIONS

PACKAGING

You will need the following:

- Saliva sample collected with testing kit
- (1) Shipping bag
- (1) Biohazard bag

1

PREPARE THE SAMPLE

Place tube with specimen into the provided biohazard bag.



2

PACK THE SHIPPING BAG

Peel sticker on flap and folder over to seal the shipping bag.



3

SHIP THE BOX (UPS or FEDEX)

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



FREQUENTLY ASK QUESTION

HOW CAN I REACH CLIENT SERVICES?

- Phone/FAX: (270) 352-5175
- Hours 8am - 10pm CST Monday - Friday
- Email: support@innovativegx.com
- For after-hours customer service, please contact us at support@innovativegx.com

SUPPLIES AND SHIPPING

- A.** Are specimens shipped Express or Ground?
- All return specimens are shipped Next Day Air Early.
- B.** How do you order more testing kits?
- Fill out Supply order form at <https://innovativegx.limsabc.com>
- C.** If samples are collected on Friday does a special label need to be used?
- All labels shipped Friday must say Saturday delivery (1+S)

TEST ORDERING

- A.** Once received how long for results?
- Less than 24 hours upon receipt by laboratory.
- B.** How are reports delivered?
- InnovativeGx Web Portal, text and email.
- C.** Who do I contact if I have any questions about the test or results?
- Call or email us to help you.
 - support@innovativegx.com
 - Client Services (210) 352-5175 or (866) 3PCR-DNA.

OTHER TESTING PRODUCTS OFFERED BY INNOVATIVEGX LABORATORIES

Germline Genetic Testing

- Pharmacogenetics (PGx).
- Hereditary Cardiovascular Disease Panels.
- Hereditary Pulmonary Disease Panel.

Germline Genetic Testing

- SARS-CoV-2 (COVID-19) RT-PCR.
 - Nasopharyngeal swab (NP) specimen.
 - Saliva specimen
- Respiratory Pathogens (RPP).
- Urinary Tract (UTI) Infections.
- Sexually Transmitted (STI) Infections.
- Wound & Nail Pathogens.
- Gastrointestinal (GI) Pathogens.
- Molecular Antimicrobial Resistance (AMR) identification included with each infectious disease test.



BILLING

- A.** If you or the patient have a question about billing, please call:
- Our billing specialist, (270) 352-5775, extension 5.

PORTAL

- B.** What if I didn't receive my portal login?
- Please contact our IT department at IT@innovativegx.com by phone or email and we will process your request.
- C.** What should we do if we are having issues locating a test?
- Reach out to our Client Services Team by phone or email with patient first name, last name, date of birth, and date of collection.

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Toll-free: 866-3PCR-DNA

INNOVATIVE GX FLORIDA, INC

4805 NW 2nd Avenue
Boca Raton, Florida 33431

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CLIA: 10D0909364

CAP: 8888435

COLA: 28120

Client Services

support@innovativegx.com

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