



Innovative Gx
Health

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COLLECTION GUIDE

TESTING MANUAL

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. (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 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

Collection Instructions for the BD Vacutainer Urine Collection Kit

Step 1. Fill with up to 1200ML of urine and tightly screw top.

Step 2. Peel back protective sticker on top of the urine cup to expose rubber covered cannula.



Step 3. Push C & S Preservative Tube (gray top tube) into the integrated transfer port.

- **Hold in position until flow stops.**
- **Remove top.**
- **Shake tube vigorously.**



Step 4. Place the protective sticker back over the integrated transfer port.

Step 5. Label filled tube and Urine Cup with three identifiers.

- **Patient name (First & Last name).**
- **Date of birth.**
- **Collection Time.**

Step 6. Place ONLY the filled Tube in Biohazard Specimen Bag to submit to Laboratory.

Rejection Criteria

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

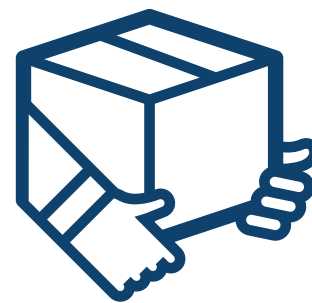
- **Testing Material other than included in InnovativeGx Urine Collection Kits.**
- **Samples missing proper identifiers.**
- **Inappropriate amount of urine collection.**
- **Cracked or Broken Test Tubes.**



Packaging

You will need the following:

- **Biohazard Bag.**
- **Shipping bag.**



Step 1. Place samples in provided Biohazard Bags.

Step 2. Pack the shipping bag with samples.

Step 3. Place Provided Shipping label on UPS or FedEx shipping bag and place in pick up destination.



Frequently Asked Questions 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).



How can i reach client services?

Email: support@innovativegx.com

Phone/FAX: (210) 352-5175

Hours: 8 am – 10 pm Central. M-F

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 Genomics

- PGx - Pharmacogenetics
- NGS - Next Generation Sequencing
- COVID-19 (RT-PCR)
- GI
- RPP - Respiratory Pathogens
- UTI/STI
- Wound and Nail
- Antimicrobial Resistance



BILLING

A. If you or the patient have a question about billing, please call:

Our billing specialist, (210) 352-5175, extension 5.

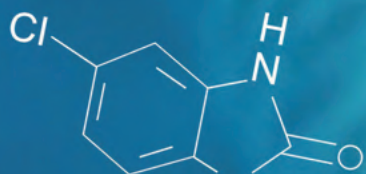
PORTAL

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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