



**Innovative Gx**  
Health

**WOMEN'S  
HEALTH  
COLLECTION  
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
- + 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**

## SUPPLIES

- + Vaginal Eswab Collection Kit
- + Biohazard Bag
- + Shipping Bag
- + Shipping Label

## Vaginal Eswab Device

**Wash hands before starting. For any questions about the collection procedure, please ask your doctor, or care provider.**

1

Open Eswab package and remove swab. Do not touch soft tip or lay down swab. If the swab is touched, dropped, or laid on surface please discard and request new vaginal ESwab collection kit.

5

Without placing swab down on any surface, with the same hand carefully unscrew tube cap without spilling tube contents. (If tube contents are spilled, discard and ask for new Vaginal Eswab Collection Kit.) Place swab into transport tube and carefully break swab shaft at the score line against the side of the tube.

2

Hold the swab by placing thumb and forefinger in the middle of the swab shaft. Do not hold the swab below the score line.

6

Tightly screw cap onto tube and wash hands thoroughly.

3

Carefully insert swab into vagina about two inches, and gently rotate for 10 to 30 seconds. Make sure the swab touches vagina walls absorbing moisture. If swab does not slide easily, do not attempt self-collection and consult clinician.

7

Print patient name (First name, Last name) and DOB on the tube label using ball point pen or permanent marker.

4

Withdraw swab without touching skin.

8

Place sample in biohazard and submit to laboratory for testing.

# SHIPPING AND PACKAGING INSTRUCTIONS

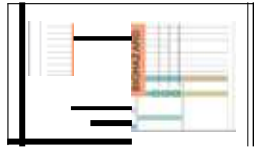
## PACKAGING

You will need the following:

- + Biohazard bag
- + Shipping bag

# 1

### PREPARE THE SAMPLE



- + Place samples in provided Biohazard Bags.

# 2

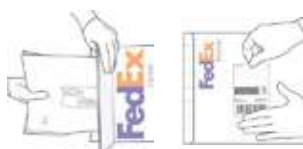
### PACK THE SHIPPING BAG



- + Pack the shipping bag with samples.

# 3

### SHIP THE BOX (UPS or FEDEX)



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

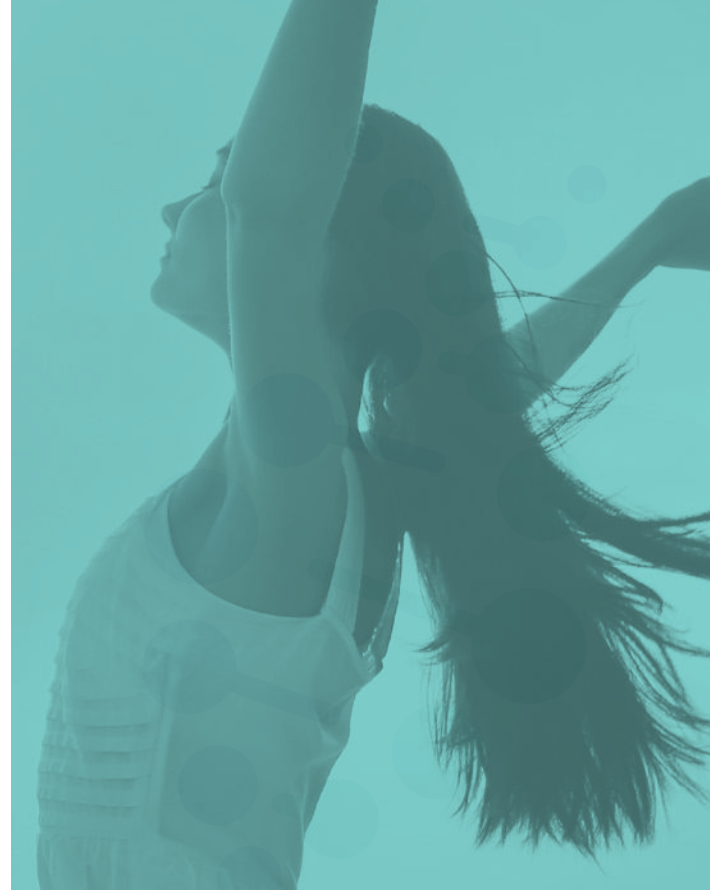
## Specimen Handling

- + All specimens must be transported to laboratory in the provided swab specimen transport medium and tube.
- + Vaginal swab specimens must be transported to the laboratory at ambient or room temperature between 15 °C to 30 °C.

## Specimen Rejection Criteria

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

- + Testing Material other than included in InnovativeGx Collection Kits.
- + Samples missing proper identifiers.
- + Inappropriate amount of bacterial collection.
- + Missing Swabs.
- + Dry Swabs.
- + Cracked or Broken Test Tubes.



# FREQUENTLY ASK QUESTIONS

## HOW CAN I REACH CLIENT SERVICES?

**Phone/FAX:** (210) 352-5175

**Email:** [support@innovativegx.com](mailto:support@innovativegx.com)

**Hours:** 8am - 10pm CST Monday - Friday

For after-hours customer service, please contact us at [support@innovativegx.com](mailto:support@innovativegx.com)

## WHO DO I CONTACT IF I HAVE ANY QUESTIONS ABOUT THE TEST OR RESULTS?

Call or email us to help you

[support@innovativegx.com](mailto:support@innovativegx.com)

**Client Services:** (210) 352-5175 or (866) 3PCR-DNA

## OTHER MOLECULAR TESTING OFFERED BY INNOVATIVEGX LABORATORIES

### Germline Genetic Testing

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

### Infectious Disease 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, (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](mailto: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.*