



Innovative Gx
Health



**WOUND
COLLECTION MANUAL
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,

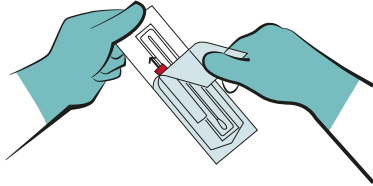
Please contact Client Services at

(210) 352-5175

COLLECTION INSTRUCTIONS FOR THE BD E-SWAB COLLECTION KIT

1

Open E-swab packaging by removing tube and swab applicator.

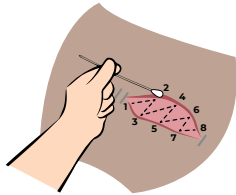


2

Wipe skin with 70% alcohol or sterile saline (wait for 10 seconds or until alcohol evaporation).

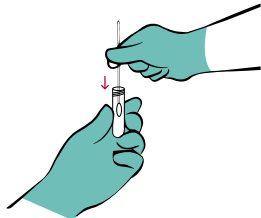
3

Collect specimen, E-swab must be moved across the wound surface in zigzag motion (Avoid swabbing surrounding skin).



4

Insert E-swab into tube and bend shaft until red mark breaking point.



5

Replace the cap on the tube and secure tightly.

6

Label tube with all identifiers.

- Patient name (First & Last name)
- Date of birth
- Collection time
- Specimen type

7

Place E-swab collection tube in Biohazard bag and submit to laboratory for testing.

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
- Cracked or broken test tubes

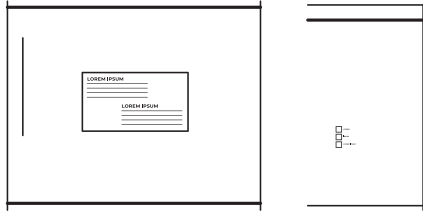


SHIPPING AND PACKAGING INSTRUCTIONS

PACKAGING

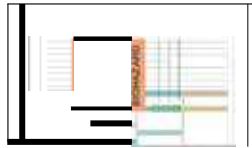
You will need the following:

- + Biohazard Bag
- + Shipping bag



1

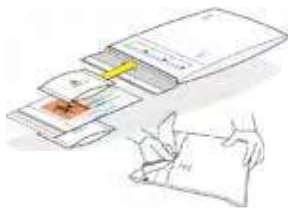
PREPARE THE SAMPLE



- + Place samples in provided Biohazard Bags.

2

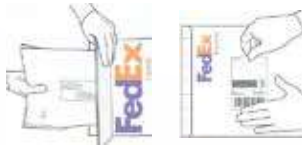
PACK THE SHIPPING BAG



- + Pack the shipping bag with samples.

3

PLACE PROVIDED SHIPPING LABEL



- + 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 – 8 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 INNOVATIVE GX LABORATORIES

- PGx - Pharmacogenetics
- NGS - Next Generation Sequencing
- COVID-19 (RT-PCR)
- GI - Gastrointestinal Pathogens
- 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.

