



Specimen Collection Kit Instructions (International)

Effective October 16, 2017 we are offering our new tests for Lyme IGXSpot, Lyme Borreliosis, and Tick-borne Relapsing Fever Borreliosis.

-) The new ImmunoBlot tests have replaced the original Western Blot tests in most panels.
-) The original Western Blot IgG and IgM will still be offered as individual tests.
-) Prior to selecting your tests/panels, please review the components listed within each panel.
-) Updated Prices for all tests and panels (effective October 16, 2017) are also listed on the new Test Requisition Form.

Thank you for choosing IGeneX for your testing needs. Now that you have received your test kit, consult with your physician to choose the appropriate tests/panels.

Contact us with questions:

E-mail: customerservice@igenex.com
or
Customer Service Department: (800) 832-3200, Option 1

Use this checklist to ensure all information is complete in order to prevent any delay in your testing.

Patient:

- o Complete Patient information
- o Include prepayment by Credit Card
- o Signature of Patient or Responsible Party

Physician:

- o Complete Physician information
- o Test/Panels clearly marked
- o Physician signature

Tube Handling

SST
EDTA
Heparin

Draw. Let specimen clot for 15 minutes. Centrifuge.
Draw. Gently invert tube 6 times – DO NOT SHAKE.
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IMPORTANT: If your physician orders IGXSpot or CD57:

- ❖ **IGXSpot and CD57 samples are time sensitive and MUST be drawn on Monday, Tuesday, or Wednesday.**
- ❖ **Ship same day of collection at room temperature. Do NOT freeze or refrigerate. The samples must be received within 48 hours of collection.**

Sample Collection:

- Collect samples on Monday, Tuesday, or Wednesday only for IGXSpot or CD57.
- All other Tests/Panel samples may be collected any time (these samples may be refrigerated until shipped).
- NOTE: IGeneX is closed on weekends and unable to receive specimens.
- Sample/Tube requirements are listed on the Test Requisition Form.
- Label tubes with Name, Date of Birth, and Collection Date – Unlabeled tubes will not be accepted.

Complete Required Forms:

- Complete the Test Requisition Form.
- Complete Billing Information Section.
- Sign the Patient Signature Box.
- Prices and CPT Codes are listed on the Test Requisition Form.

Prepare the Kit for Shipping:

- Place the labeled tubes in the tube holder.
- Place the tube holder and absorbent sheet in the plastic bag.
- Place plastic bag and completed Test Requisition Form along with any additional paperwork inside the box.
- Place box inside the FedEx Pak and seal.
- Fill out the sender information on the FedEx International Air Waybill.
- Complete Section 7 - PAYMENT section of FedEx International Air Waybill. **Sender is responsible for shipping charges.**
- Keep Sender's Copy for future reference.
- Complete Commercial Invoice.
- Insert International Air Waybill, Commercial Invoice, and copy of CDC Import Permit inside of the enclosed clear FedEx International Shipment Documentation Ziploc bag.
- Place Ziploc bag on the front of the UN3373 FedEx Pak
- Take the package to your local FedEx location, for information go to <https://fedex.com>.

CANCELLATION POLICY: IGeneX will honor cancellation requests made prior to receipt of sample and start of processing. All cancellation requests must be made by the Referring Physician in writing. Please fax the test cancellation request to the Customer Service Department at (650) 543-2608. All cancellations are subject to a fee of \$25. Requests received after the test has been set up for processing will not be honored.

BS-F-020 Rev.009 11-26-2018