

Preparing Labs To Send Out (Outgoing Labs)

1. **Sending Samples: Items needed are sample, printed label, requisition form, Antech baggie**
 - A. After history is taken, go to treatments and add the proper test being sent out.
 - B. Be sure to update the patient exam “Genitourinary” section with how a sample of urine or feces was obtained during their visit.
 - C. Once the charge is entered collect the sample and return to the pharmacy
 - D. Place the sample in a pharmacy bag above Abaxis with an ice pack.
 - E. On the Lab Tracker form write the pet name and “containers used”.
 - F. go to the treatment charge entered and click the item description, then a print treatment label to place on the Lab Tracker sheet
 - G. Once the client has paid, generate the “Lab Order” form and print it
 - H. If urine and fecal were unable to be collected this day, be sure to type “Owner to bring in” before submitting. If a urine sample was collected, be sure to note how the urine was collected
 - I. Click the printer icon to generate a PDF of the Lab Request (Requisition) Form
 - J. Get Antech baggie from drawer under lab counter, fold requisition form so client/patient info is facing out, put form and all samples in baggie
 - K. Place packaged sample into bin labeled Antech on bottom shelf of the fridge.
 - L. At **5:00 PM** create a labs report in Evet. To create the report, go to reports at the top of the page, then click usage report. Click new run, name the report labs and make the dates from the day before through today. Under Billable items click the + for labs, then the box for outside labs, scroll down to the bottom and click generate. Compare this report to the lab track to ensure all labs were charged for. Pull all lab samples and double check them against the Lab Tracking Form. Make sure there is a label sticker on each container and the stickers match the sticker on the Lab Tracking Form.
 - M. Place all samples with an ice pack in the Antech box on the porch by **5:15 PM**

2. **Receiving Lab Results**
 - A. Treatment Assistant is responsible for making sure lab results are entered and printed for the doctor by **8:00 AM**-ask for help if you don't have time!!
 - B. Starting from the Home screen in eVet, click “Labs” at the top of the screen, when there are new lab results to be imported that will show in red, ex: **Labs(5)**
 - C. All labs that need imported will be listed under “Lab Order Alerts” on the Lab Order Dashboard.
 - D. If there are any patient alerts under labs, contact Antech to see when the alert means.
 - E. To Import & Print:
 - a. Click the pencil icon to view the result
 - b. If the result is a NEGATIVE fecal there is no need to print, record as a whiteboard or a note to yourself so owner can be notified

- c. If the result goes to a doctor click the PDF icon on the right, open PDF file and print results
 - d. In the Lab Order Dashboard the test should have moved to Recent Lab Results
 - e. Go back to patient record, view by groups tab, then Antech Lab Orders, click the (+) beside the lab test to confirm the results imported to the patient record
- F. After printing results make sure to put them in the lab bin for the doctor that saw that patient-Dr. Sands is on her office door
- G. If the doctor is not going to see appointments for more than 1 business day and fecal is positive or more than 2 high values noted in blood work verify with dr on duty if lab can wait

*****Special Note about Samples: EDTA and serum samples can be frozen for up to 1 week for use. Be sure to thaw 30-40 minutes and re-centrifuge serum samples prior to running any tests with them.***

Antech

Review previous steps for packaging/sending

For ordering supplies or to add on test

Go to "online.antechdiagnostics.com" or call 800-972-1001

Acct # 63116

Username: TSands

Password: Tr1003re

Heska

1. Draw up multiple serum separators (red top tubes) and spin down in the centrifuge on the blood setting (5000 rpm for 5 minutes).
2. Take the serum from the red tops and put it into the purple and clear 5ml Heska vial, fill it to the 5ml line.
3. Go over the Heska Environmental Allergy form with the owner and with the senior tech and veterinarian help with filling in accurate diagnoses of previous problems and medications
4. Place completed Heska Environmental Allergy form in clear lab bag with serum vial
5. Place lab bag in the white Heska Diagnostic Specimens box
6. The white box needs put in the orange and white Fedex bag and then the pre-provided Heska mailing label needs placed on the front of the Fedex bag
7. The bag stays in the fridge until it is taken to UPS

Royal Canin

1. Draw a 2ml sample of blood and put it in a purple top tube provided in the Royal Canin Genetic Kit- serum is not accepted because it does not have DNA in it

2. Once genetic kit is received it will take about 10 days to arrive at the Royal Canin hospital
3. To register the test by following the instructions inside the kit
 - a. Complete label on the tube
 - b. Collect 2cc of whole blood
 - c. Activate kit at my.royalcanin.com: Username: healingpaws@carlisleveterinarian.com Password: Myaccount1\$RC
 - d. Insert tube in container with gauze and place back in original box
 - e. Apply shipping label located in the Royal Canin Genetic Test Kit and ship via USPS
 - f. YOU MUST ACTIVATE YOUR KIT BEFORE MAILING. Bloodwork will only be processed if kit is activated.
4. Results will be available in 2-3 weeks from when the sample arrives at the lab
5. Once results are in, Royal Canin will email results which will need to be saved under outside lab in patients medical record in evet.
6. Print out copy of results and give to Dr. who performed most recent exam

Idexx

1. Go to Idexx VetConnect Plus to put the order through online
2. Enter username and password
 - Username: healingpawssands
 - Password: Calmhill55
 - Account number: 37657
3. In search bar type in patient name to see if they have an existing account
4. On patient screen hit Order New Diagnostics button
 - a. If adding additional test(s) to the same sample, hit Add to Order
5. Verify with Dr. that is is the test they are requesting
6. Submit test and print the acquisition form
7. Place form and sample in idexx bag and place in fridge
8. Once sample is ready to be sent, wrap an ice pack with a paper towel and place in a box
9. Apply UPS label to appropriate spot on the box or container
10. Request pickup at ups.com/upp (p/u ID# 7LR978109) by 3:00 pm
 - a. If UPS is notified after 3:00 pm the lab specimen will be picked up the next day
 - b. The box must be ready for pickup by 4:00 pm. We cannot hold up the driver waiting for us to pack the box.
 - c. The driver will scan the label posted at the front door.
 - d. Notify the Client Care Specialists that you have a pickup, so they are aware when the driver arrives.

11. Once results are received they need to be saved in the patient's medical record, printed, and placed in the assigned Dr. box.

Michigan State University (MSU)

1. Go to MSU Veterinary Lab
2. Log into Account
Login: 71648
Password: HPVC
3. Click Catalog in the top right corner to search for what test you need
4. Fill out form located in the MSU folder
5. Place form and sample in biohazard bag located in the MSU folder
6. Pack in box with ice pack wrapped in paper towel (box must be able to fit in UPS bag)
7. Call 517-353-1683 to ask for a shipping label
8. Once shipment label is emailed over, tape to the UPS bag
9. Once results come in they must be saved under the patient's medical record, printed and placed in the appropriate Dr. box

Urolith Samples to Minnesota

1. Go to: <https://urolithcenter.org/home>
2. Sign in
Email: Healingpaws@carlisleveterinarian.com
Password: HPVCOffice950
ID:46711
3. Then click new sample and fill out form appropriately.
4. Verify test with Dr.
5. Submit and print packing slip and follow directions on paper for packaging
6. Send to post office for shipment

Texas A&M

1. Go to; <https://vetmed.tamu.edu/gilab/>
2. Login:HealingPaws Password:Myaccount1\$TAMU
3. Click submission forms for GI panel
4. Print form and fill out appropriately
5. Click shipping labels
6. Generate Shipping label
7. Click tracking number and print label
8. Serum should be kept in the freezer until time to ship. Place multiple ice packs in box

Ellie Diagnostics

1. Swabs, Packaging and Culture Tubes for Ellie Diagnostics are in the supply room on the shelf in a UPS box.
 - a. Currently we are only sending cultures to Ellie Laboratory
2. Acct No: 1415001, email address: healingpaws@carlisleveterinarian.com
3. Pickup is 3:00 - 4:00 pm
4. Sample collection and submission
 - a. Collect sample (see requirement table below)
 - b. Label the collection tube with pet name and owner's name
 - c. Place the specimens in the biohazard bag
 - d. Place the biohazard bag into the bubble wrap bag
 - e. Place all specimens from the day contained in bubble wrap bags into the big UPS Laboratory Pak along with a frozen ice pack
 - f. Place shipping label on the outside of the UPS Laboratory Pak
 - g. Request a specimen pickup call 972-619-9969

ID	Tube Name	Sample Type	Volume	Centrifuge before sending	Used for
LTT	Lavender Top Tube	Plasma	2.0 ml	No	CBC, blood film reviews
BTT	Blue Top Tube	Plasma	1.8 ml	Yes	Co-ag, PT/PTT
SST	Serum Separator Tube	Serum	3.5 ml	Yes	Clinical Chemistry, Thyroid, Serology, Endocrinology
RTT	Red Top Tube	Serum	3.0 ml	No	Certain Special Chemistry and Serology
UT	Urine Tube/Cup	Urine	10 ml	No	U/A, Microscopic evaluation, urine culture
FC	Fecal Cup	Fecal	30 ml	No	O&P, Fecal ELISA
CS	Culture Swab	Swab		No	Culture, ID, sensitivities

5. View results through the www.elliediagnosics.com portal login any time.
6. Hours of Operation
 - a. Laboratory - Mond - Fri, 5:00 AM - 5:00 PM CST, Saturday 5:00 AM - 2:00 PM CST

- b. Customer Service - 8:00 AM - 5:30 PM CST, Saturday 8:00 AM - 2:00 PM CST