

## Lab 4 More

### Client Instructions



### Before You Start:

Please read all of the directions, and familiarise yourself with the payment, sample collection and shipping instructions.

### Quick Action Check List

**Step 1: Telephone 02037500870 and pay for your test today.**

**Step 2: Book your blood draw ( help available at [www.regeneruslabs.com](http://www.regeneruslabs.com))**

**Step 3: Plan your specimen shipment.**

**This specimen collection kit will be going to Germany, please ensure you verify your label is destination Germany.**

### Check you have everything

Your test kit will include this instruction sheet, a requisition /order form, one or more blood collection tubes, one bio-hazard bag, one test shipping box one UPS courier bag and one UPS adhesive shipping label destination Germany. If your test includes a Urine Collection a seperate Urine Collection tube will be provided.

### Payment

Telephone Regenerus Labs on 0203 750 0870 at least 2 working days prior to having your blood draw and make full payment for your test plus shipping of £25.00 (not required if being billed to your practitioner account). Failure to do so may delay or void your specimens.

### Contents

Your collection kit will contain several blood collection tubes. If any of your tubes have a gold / yellow top they will need to be centrifuged. If this is the case you should visit [www.regeneruslabs.com](http://www.regeneruslabs.com) blood draw section, to find a center that can assist you, or you are at liberty to make your own local enquiries.

- If you are missing kit components, please call our customer service department for assistance.
- Save the cardboard collection kit box to ship your samples back to the laboratory.



email [info@regeneruslabs.com](mailto:info@regeneruslabs.com)

[www.regeneruslabs.com](http://www.regeneruslabs.com)

aero 14, kings mill lane, redhill, surrey, rh1 5jy

## Booking your blood draw

### When

Arrange to have your blood drawn and collected Monday to Thursday only, ensuring the next day is not a bank holiday or weekend in the UK.

Your sample must be shipped the same day and travel overnight to Germany, so we strongly recommend you make a morning blood draw appointment.

### Where

You do not have to use our list of phlebotomy locations, they are there for your convenience only. Feel free to find somewhere closer or more convenient if you choose.

Remember if your kit contains a Gold top tube your sample will need to be centrifuged, a special process that is not available at your local GP Practice. You will require a clinic, local hospital or mobile phlebotomy service who can offer this for you. For further help visit our blood draw section [www.regeneruslabs.com](http://www.regeneruslabs.com).

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### Phlebotomy Instructions

Draw blood into the tubes provided. Invert each tube 8-10 times after the completion of the draw.

For any Gold SST samples, stand for 15 minutes before centrifuging. Place in centrifuge for 12-15 minutes at 3000 rpm until serum is separated.

Extract the separated serum only, from the Gold Top tube using the pipette provided and decant into the small clear aliquot tube.

- ! Complete requisition form in full and sign
- ! Write Full Name and Date of Birth on every tube
- ! Check date of birth on tubes matches requisition form

### URINE (Blue Top Conical Tube)

Undertake your urine test as a First Morning Void (First Urine of the Day). If undertaking with blood test, send tests off together, on the same day and as soon as possible,

## Blood Draw and Centrifuge

### Shipping your completed test (plan ahead).

A UPS (United Parcel Services) courier label is included within this package. **The destination is Germany.** The label has two parts, both of which are required.

To arrange a collection from your office or home telephone UPS on **03457 877 877** at least **two working days** before your blood draw appointment, do not leave it until the same day.

OR visit [www.ups.com/dropoff](http://www.ups.com/dropoff) to find a local drop off location. These are normally convenience stores. We **strongly recommend** you telephone the location in advance to ensure they still provide the service and confirm the latest dropoff time.

No monies are payable to UPS or the drop off location you are paying Regenerus Laboratories.

Request an "Express Saver" pick up using a "PREPAID LABEL" Account No: IZAR6636 - Package Weight- 0.5kg

### Packaging

- \* Check all tubes are clearly labelled and dated then place in the bio-hazard bag and seal
- \* Complete requisition in full: named, signed, dated and place within the bio-hazard bag into the return shipping box.
- \* Seal the shipping box and place inside the UPS Shipping Bag
- \* Seal the UPS shipping bag following instructions printed on its reverse
- \* Stick both shipping labels onto the UPS Shipping bag, with one on the Front and one on the Reverse,
- \* Do not cover the White Diamond Hazard Label (UN3373)
- \* Record the long tracking number from your shipping label and keep safe. The number begins IZAR66

For any assistance please email [info@regeneruslabs.com](mailto:info@regeneruslabs.com)

or telephone +44 (0) 2037 500 870