



BUCCAL SWAB COLLECTION 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

We believe our comprehensive program helps health care professionals deliver exceptional clinical and operational performance.

Thank you for trusting us with your patients.

OCD-100 COLLECTION KIT INSTRUCTIONS

Do NOT eat, drink, or brush teeth for 1 hour prior to specimen collection. Collection should be performed by trained personnel.

1

Print patient name and date of birth on the tube label using ball point pen or permanent marker.

2

Patient should rinse mouth with water immediately before specimen collection.

3

Twist off and gently pull the cap to separate the swab from the clear plastic tube. (Do not touch the white swab head with your hands or fingers during process).

4

With sufficient pressure, rub and rotate the swab, sweeping across the cheek and gum, for a minimum of one minute. 30 seconds on cheek and 30 seconds on gum. (Do not touch swab head against patient's teeth, lips, or any other surface).

5

Carefully reinsert the swab into the clear plastic tube, leaving it partially open to air dry swab for 5 minutes. Once dry, press the cap firmly to secure ready.

6

Place sample in biohazard and submit to laboratory for testing.

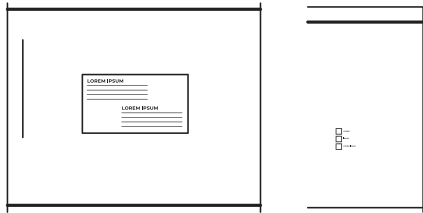


SHIPPING AND PACKAGING INSTRUCTIONS

PACKAGING

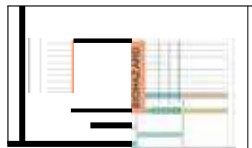
You will need the following:

- + (1) Shipping bag
- + (1) Biohazard bag



1

PREPARE THE SAMPLE



- + Place samples in provided Biohazard Bags.

2

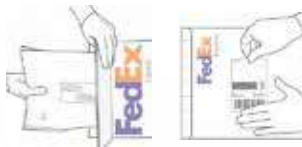
PACK THE SHIPPING BAG



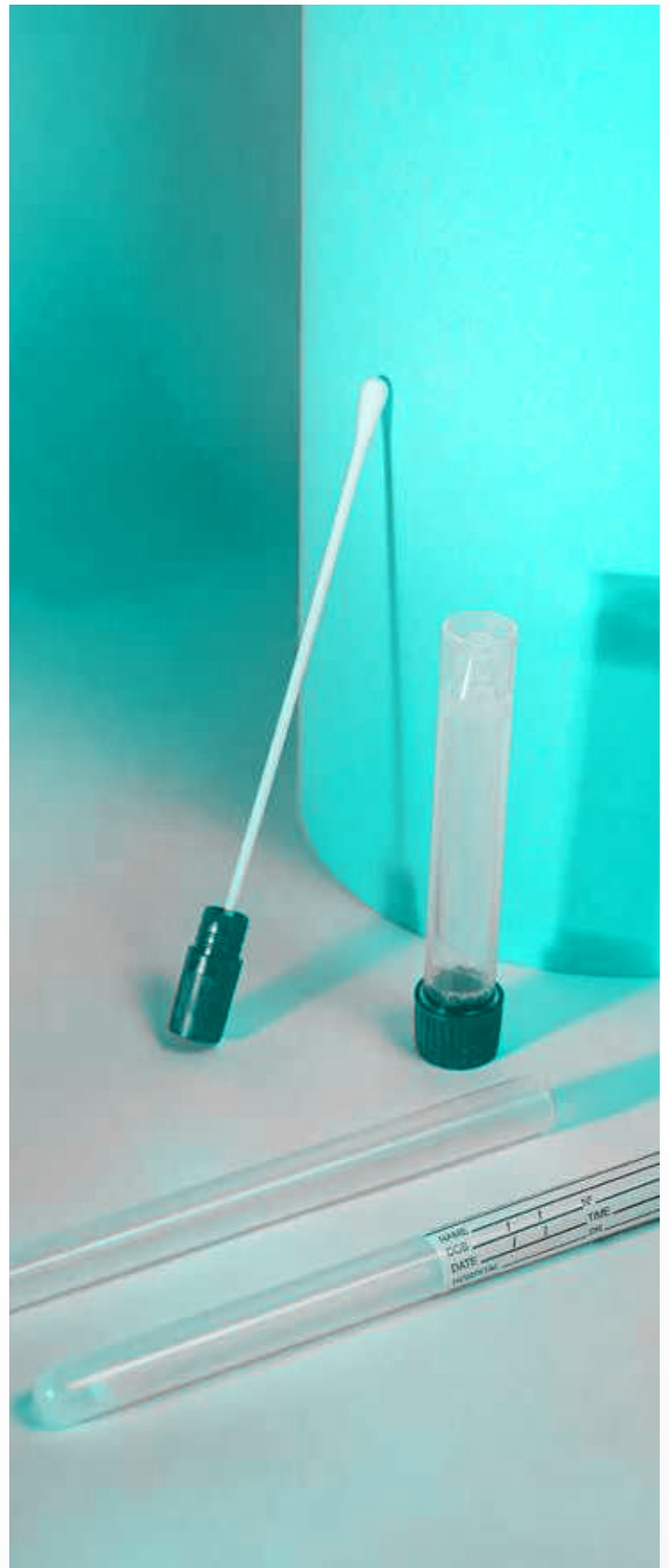
- + Pack the shipping bag with samples.

3

PLACE PROVIDED SHIPPING LABEL



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



FREQUENTLY ASK QUESTIONS

HOW CAN I REACH CLIENT SERVICES?

- Phone/FAX: (210) 352-5175
- Email: support@innovativegx.com
- Hours 8am - 10pm CST Monday - Friday
- For after-hours customer service, please contact us at support@innovativegx.com

SUPPLIES AND SHIPPING

A. 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 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 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.

