



Innovative Gx
Health

**LOWER NASAL
COLLECTION
MANUAL**

Lower Nasal 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 experts 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
- 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

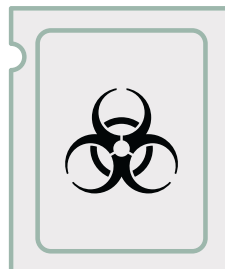
Accessing Patient Lab Reports

Visit www.innovativegx.limsabc.com

For Provider login information, please contact Client Services at (210) 352-5175

Supplies

- Lower Nasal Swab, each with 1.5 ml Universal transport Media QCUTM1 or VTM
- (1) Biohazard Bag
- (1) Shipping Bag
- (1) Shipping Label



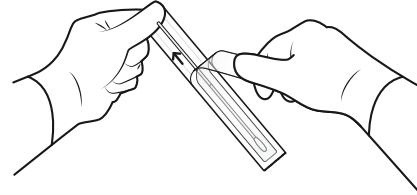
Lower Nasal Collection Manual 2022

Lower Nasal Collection Guide

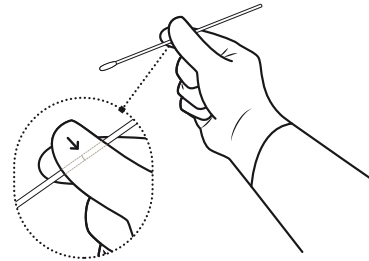
Wash hands before starting.

For any questions about the collection procedure, please ask your doctor, or care provider.

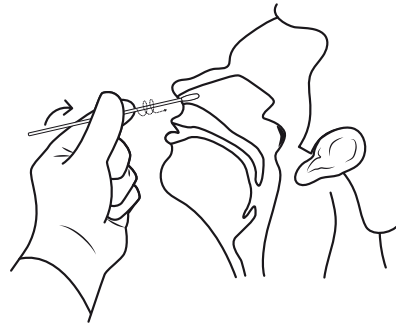
Step 1. Open nasal swab package and remove swab. Do not touch soft tip or lay down swab. If the swab is touched, dropped, or laid on surface please discard and request new nasal swab.



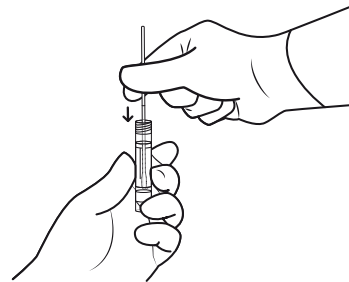
Step 2. Hold the swab by placing thumb and forefinger in the middle of the swab shaft. Do not hold the swab below the score line



Step 3. Carefully insert the entire swab tip into nostril and gently rub in a circle around the nostril for 10 seconds. Next, gently insert the same swab into the other nostril and rub in a circle around the nostril for 10 seconds.



Step 4. Without placing swab down on any surface, with the same hand carefully unscrew tube cap without spilling tube contents. If tube contents are spilled, discard and ask for new nasal collection kit. Place swab into transport tube and carefully break swab shaft at the score line against the side of the tube.

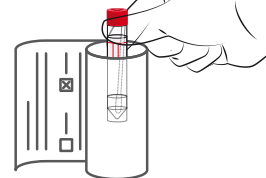


Step 5. Tightly screw cap onto tube and wash hands thoroughly.

Step 6. Print patient name (First name, Last name) and DOB on the tube label using ball point pen or permanent marker.



Step 7. Place Sample in biohazard and submit to laboratory for testing.



Lower Nasal Collection Manual 2022

Packaging

You will need the following:

- (1) Biohazard Bag
- (1) Shipping Bag

Step 1. Place samples in provided Biohazard Bags.

Step 2. Pack the shipping bag with samples.

Step 3. Place Provided Shipping label on UPS or FedEx shipping bag and place in pick up destination

Specimen Handling

- All specimens must be transported to laboratory in the provided swab specimen transport medium and tube.
- Nasal swab specimens must be transported to the laboratory at ambient or room temperature between 15 C to 30 C.

Specimen 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
- Missing Swabs
- Dry Swabs
- Cracked or Broken Test Tubes



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

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 – Testing-At-Home program.
- 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.

