

FAQ on our testing process

Before-Sampling Questions:

How do I get my sampling supplies?

As soon as your account is setup and any required agreements are signed (usually <1 full business day) we will ship the needed sample kits and supplies to an address of your choice via overnight air. Our sales team representative can track and verify projected arrival and troubleshoot delays for you.

What should I make sure I provide to the lab to prevent sample delays?

- 1.) Making sure each individual test requisition form is with its associated sample
- 2.) Providing contact information for issue resolution. If critical inputs are missing or there is conflicting patient information the test will be marked as TIQ (Test in Question). In this state, results cannot be released until the issue is resolved – so please ensure a reliable contact point is chosen.
- 3.) We are required to ensure proper reporting of results, so the name and date-of-birth entries on the test requisition and the sample vial must match exactly. Mismatched data will always cause a TIQ and delay results.

During Collection:

What are the three most common mistakes during collection?

- 1.) Forgetting to include both patient name and date-of-birth on the vial
- 2.) Not capping the vial tightly and placing in its own biohazard bag
- 3.) Not signing all required spots on the requisition paperwork

I spilled some liquid from a vial - should I still send it?

Some excess liquid is included in the vial, so it is possible to complete testing if enough remains. However, being below the minimum will cause an inconclusive test. We recommend re-performing the test if possible.

I'm filling out the test requisition – is an entry for _____ required?

The required items most commonly left blank during test requisition are:

- Insurance Information
- ICD 10 number
- Sample collection date
- Test code
- Patient email for results (CareEvolve use only)

Shipment Questions:

How should my final package look before shipping?

All samples should be sealed in their own small specimen biohazard bag, and all biohazard bags should then be sealed in a larger leak-proof bag. Paperwork for each sample should be in a separate pocket or taped to the outside of the biohazard bag to prevent wetting. This bag must be placed in a rigid container (i.e. cardboard box), which should have the shipping label, and the UN3373 sticker on the outer surface. Any rigid box will work, but to prevent shipping delays, ensure the box shows no signs of moisture or water damage, and is taped tightly shut.

How late can I ship and still get the fastest results?

Shipping via FedEx overnight air, the package just needs to get to a FedEx location before the last pickup of the day. Once done - relax! We will receive your package first thing next morning, and start processing immediately to provide you the promised result on time. FedEx pickup capability may also be possible – contact Customer Care for details.

After Shipment Questions:

I just shipped my samples; what happens now?

Clinical Enterprise will receive and process your samples in our state-of-the-art laboratory, strictly adhering to quality and privacy guidelines. Our analysts will determine test results and a report will be created and sent within 24-48 hours of receipt at the lab.

I'm using CareEvolve for my samples - How will results be delivered?

Patients email is collected and submitted when the sample is requested. Once the sample is processed, an email will be automatically generated and sent with instructions on how to complete CareEvolve registration and access the results. You will be unable to create an account or sign in until this point.

How will I get my results?

Most results will be provided to patients via the ordering physician, but situation dependent options include automatically via an online/app-based portal or released through an employer. Please discuss options during account setup to determine the right solution for your needs.

How can I contact Clinical Enterprise?

For fastest results, fill out the form on the *Contact Us* page, which allows your question to automatically be directed to the subject matter expert. If you need to speak to our customer care team, a phone number can also be found on that page. Note that due to privacy laws, contacting our team by phone will not be the fastest way to receive your results.