

SUBMISSION GUIDELINES & GENERAL INFORMATION

Sample requirements:

- Some tests require a specific collection tube/specimen (i.e.: serum, whole blood, plasma, blood smear slide), see our general requisition form for specifications.
- For tests requiring serum, blood may be collected using a serum separator tube (red top or tiger top) or lavender top tube. Plasma from a lavender top tube is also acceptable.
- Spin down sample in red top or tiger top tube after standard 20-minute clot time.
- Separated serum may be transferred into another tube. Preference of 1ml of serum per test.
- Please have proper identification (animal name/ last name of owner) on both the form and collection tube.
- If any requested test has a previous positive result (either from our lab or another lab), please indicate test date and titer on the requisition form.
- Keep serum sample refrigerated. Do not freeze.

Form requirements:

- Please have proper identification (animal name/last name of owner) on both the form and collection tube.
- Please select all requested tests on requisition form.
- Make sure that all the current clinic and owner information are printed clearly on the requisition form.
- If you are a new hospital, doctor, or client, an account will be created with your first submission. You may enclose a check (cash and credit cards are not accepted), complete bank wire transfer, or we will bill you at the end of the month.

Shipping Suggestions:

- Sending specimen(s) with a cold pack is recommended, especially during the hotter months.
- Package specimen(s) to avoid leaking and breaking and keep cold pack separate from paperwork in a zipper lock bag.
- We accept shipments from the major carriers: UPS, USPS and FedEx. We will accept any carrier of your choosing if not in the above list.
- If using USPS, Priority mail is recommended as standard mail from out-of-state may take up to two weeks to arrive.
- We will provide your clinic with submission forms and bags upon request.

General Test Information:

- Most tests can be run with serum, plasma or CSF. Please refer to the general requisition form for further clarification.
- Tests are routinely run Monday - Friday with results reported within 1 - 3 days.
- EXCEPTIONS:
 - ❖ Fungal tests take 48 hours to complete the initial screen. Depending on initial screening results, further titration could add extra time to conclude.
 - ❖ *Babesia gibsoni*, *Babesia spp.* and *Leishmani infantum* tests are run on Fridays. If there are more samples received during the week to make an earlier batch, the turnaround time could be shorter.
 - ❖ Results for *Leptospira canicola* and *Brucella canis* (both for export) may take up to one week for results.
 - ❖ We partnered with other qualified labs for some specialty tests, which could take longer to get results back (i.e. Anti-Fungal Drug levels, PCRs).
- Test substitutions are allowed for some of our "panels". Please call for further clarification.
- Results are emailed Monday - Friday excluding holidays (from reports@pharmgate.com, with case# in subject line).

Thank you for choosing Protatek Reference Lab. If you have any questions, please do not hesitate to give us a call at 480.545.8499 or email prl@pharmgate.com.