ProtaTek™ Reference Laboratory
*A subsidiary of Pharmgate Biologics Inc.*

**ProtaTek Reference Laboratory**
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# SUBMISSION GUIDELINES & GENERAL INFORMATION

## Sample requirements

- Some tests require a specific tube/specimen (i.e.: serum, whole blood, CSF, plasma, blood smear slide), see our general requisition form for specifications. Prefer 1ml of sample per test. Email PRL for minimum volume requirements. Please spin & separate the serum to avoid hemolysis during shipping.
- Please have proper identification (animal name & last name of owner) on both the form and sample tube(s).
- If any requested test has a previous positive result (either from PRL or another lab), please indicate test date and result/titer on the requisition form.
- Keep sample refrigerated. Do not Freeze.

## Form requirements

- Make sure that the submission clinic and owner's last name are printed clearly on the requisition form. Please have proper identification (animal name & last name of owner) on both the form and sample tube(s).
- Mark the requested tests on the requisition form or list the tests under Clinical History or Other Tests sections.
- For a new hospital, doctor, or client, an account will be created with the first submission.
- You may enclose a check (in USD), complete ACH (or wire transfer), or we will bill domestic vet clinics & hospitals at the end of the month. Cash is not accepted, while credit card is accepted for domestic & Canadian clients (with 3% service charge). Prepayment is required for international clients.

## Shipping Suggestions

- Packaging specimen(s) following UN3373 guideline to avoid sample tube leaking/breaking.
- Sending specimen(s) with a cold pack is highly recommended, especially during the hotter months. Keep the cold pack away from paperwork using zip lock bags.
- We accept shipments from the major carriers: UPS, FedEx, DHL, USPS, and any carrier of your choice if not listed. If using USPS, Priority mail is recommended, as standard mail from out-of-state may take up to two weeks to arrive.
- We provide free courier service for local customers (Phoenix metro area and Tucson). Please call for details.
- We could provide domestic clinics with sample bags (upon request).

## General Test Information

- Most tests can be run with serum, plasma or CSF. Please refer to the 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 the initial screening results, further titration could add extra time to conclude.
  - ❖ *Babesia gibsoni* IFA, *Brucella canis* IFA and *Leishmania infantum* IFA results are guaranteed by Friday of the week if the sample is received before Thursday noon of the same week. If there are more samples received during the week to make an earlier batch, the turnaround time could be shorter.
  - ❖ We partnered with other qualified labs for specialty tests (Leptospira, Brucella canis (non-IFA), anti-Fungal drug levels, and PCRs), which could take up to one week for results.
- Test substitutions are allowed for some of our "panels". Please email the lab for further clarification.
- Results are emailed Monday - Friday excluding holidays (from reports@pharmgate.com, with case# in subject line). Not all demographic information will be listed in lab reports, e.g. submission vet, owner's first name/middle name, testing date, clinical history etc. Email the lab if there's a specific request.

Thank you for choosing Protatek Reference Lab. If there are any questions, please do not hesitate to contact us at prl@pharmgate.com (group email).