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## INSTRUCTIONS FOR GROUPS HOLDING CLINICS

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### HEMOPET / PET LIFE-LINE

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## INSTRUCTIONS FOR GROUPS HOLDING CLINICS

### FORMS:

1. **Organizer must inform the lab at least a month in advance before the target date of the clinic.**
2. **The lab will provide the organizer with a CUSTOM designed form to be used ONLY for that specific date. This will contain specific TESTS, information on where to send reports, and pricing (if applicable).**
3. Please fill the custom designed Test Request Form (TRF) completely and legibly.
4. **THE 3<sup>RD</sup> BOX ON THE TEST REQUEST FORM (TRF) MUST BE COMPLETELY FILLED OUT FOR ACCURATE ANALYSIS AND RECOMMENDATIONS.**
5. If desired test is NOT in the form, please write the request clearly on the back or on a separate paper, but clearly **DISTINCT** from the diagnosis and other historical notes (to avoid test/s being MISSED).
6. **PLEASE DO NOT USE ANY OLD FORMS.**

### The samples:

1. Serum should be separated from the cells 30 minutes after collection. Centrifuging the blood before complete clotting may cause hemolysis.
2. Place serum or plasma (whichever the test requires) in separate aliquot tubes.
3. **DO NOT** send blood in serum separator tubes (SST) as the silicone plug gets loose in transit and causes marked hemolysis.

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4. After separating the serum, please DO NOT send the vacutainer tubes holding just the clot, or blood cells in it.
5. **LABEL ALL TUBES CLEARLY WITH PETS NAME AND OWNERS LAST NAME**
6. **DO NOT** freeze samples. Lavender top (EDTA) tubes require an ice pack with an overnight courier, or priority mail.
7. **A minimum of 1.5 – 2.0 mL of separated serum is required for basic panels. This will allow the lab to repeat any test if necessary.**
8. When sending citrated anticoagulated samples for coagulation studies (blue top tube), be sure to centrifuge the blood and send us ONLY the separated plasma.
9. **SAMPLES SHOULD BE KEPT COLD UNTIL SHIPPED.**
10. **LABEL ALL TUBES CLEARLY WITH PETS NAME AND OWNERS LAST NAME. Place use separate specimen bag for EACH dog.**

### **PACKAGING:**

1. Make sure samples are in a tightly closed “**LEAK-PROOF**” tubes (e.g. RTT) or “**LEAK-PROOF**” aliquot tube.
2. Secure the tubes cap or stopper with plastic wrap or tape.
3. Place tube/s inside a specimen bag or zip-lock bag. Remove air from bag and seal tight with tapes. This will enable us to salvage any serum in case the tube/s break or leak in transit.
4. Wrap (tubes/s in bag) with bubble wrap (available in most FEDEX, Postal offices or mailing stores), then place inside a **STURDY** shipping box. (**Please DO NOT overpad**).
5. Do not use padded envelopes, as the samples will likely break.
6. IF possible, include a master list of patient and owners names included in the shipment.
7. Please double check to make sure no sample is left behind.

### **SHIPPING:**

1. Please refer to either International Shipping Instructions or Mailing Instructions for samples **WITHIN** the US on the Hemopet web site ([www.hemopet.org](http://www.hemopet.org)).

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### **TESTING:**

1. Samples are received in our office Monday – Saturday except HOLIDAYS.
2. **HEMOPET** will process and submit samples for analysis. **Dr. Dodds** and staff will follow with interpretations and recommendations.

### **REPORTS:**

1. Results of test/s are sent to the requesting veterinarians and to owners, if specifically requested, depending upon the number of samples received.

### **PAYMENTS:**

- Send check, money order along with samples to:  
**HEMOPET/HEMOLIFE**  
**11330 MARKON DRIVE**  
**GARDEN GROVE, CA 92841**  
Download additional forms from <http://www.hemopet.org/services.html>
- If paying by credit card, please call us at **001-714-891-2022** or fax the number and information to our dedicated lines **001-714-891-2133** or **001-714-891-2123**, rather than include these information inside the package (for security reasons).

Please e-mail us if you have any questions at [ferdie@hemopet.org](mailto:ferdie@hemopet.org) or call us at 714-891-2022, ext 22.

**Thank you for your continued support !**

Ferdie Ongchangco

Lab Director

**HEMOLIFE**

Diagnostic Division of HEMOPET

[www.hemopet.org](http://www.hemopet.org)

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