



HEMOPET / PET LIFE-LINE

11330 Markon Drive
Garden Grove, California 92841
Ph 714-891-2022
Fax 714-891-2123 (office)
Fax 714-891-2124 (lab)
hemopet@hotmail.com

INSTRUCTIONS ON MAILING SERUM SAMPLES FROM WITHIN THE UNITED STATES OF AMERICA

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.
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.**

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FORMS:

1. Please fill the Test Request Form (TRF) completely and legibly.
2. **THE 3RD BOX ON THE TEST REQUEST FORM (TRF) MUST BE COMPLETELY FILLED OUT FOR ACCURATE ANALYSIS AND RECOMMENDATIONS.**
3. 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).
4. IF the owner wants to receive copy of the report, please provide their FAX number or an e-mail address.

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.

SHIPPING:

1. Send by US Priority Mail or US Express Mail, or courier. When using a courier, FedEx is definitely preferred.
2. Click-N-Ship via US postal Service. This inexpensive service from the US Postal Service is an EASY and INEXPENSIVE way to send your samples. You can print your shipping labels from your PC, and there is NO additional charge for delivery confirmation. Please visit www.usps.com .

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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, usually 1-2 days from the receipt of the samples except when the sample is received on a weekend or the day before a HOLIDAY, in which results will be faxed the following Monday, or the following regular working day, respectively.

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 **714-891-2022** or fax the number and information to our dedicated lines **714-891-2133** or **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 or call us at 714-891-2022, ext 10.

Thank you for your continued support !

Ferdie Ongchangco

Lab Director

HEMOLIFE

Diagnostic Division of HEMOPET

www.hemopet.org

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