



Continuing to meet your microbiology supplies requirements during COVID-19

Dear Colleague,

The COVID-19 situation is highly dynamic, and we are committed to providing you the products, services, and support you've come to trust. We are well-positioned generally to maintain your necessary supplies and services, however we are experiencing a shortage in supply of some e-swabs.

Up to now, we have been supplying e-swabs that have a pink cap and one swab in the packet. These swabs are currently in very limited supply. To ensure we can maintain our supply of e-swabs to you, we will be sending an alternative device. This device is in no way inferior to the e-swab we have been supplying.

This swab is packaged as a 'MRSA swab'. Please be assured that this swab contains exactly the same swab and culture medium as the other e-swab we have supplied. It will recover the same micro-organisms. It is NOT specific for MRSA. The only other difference is that the MRSA swab is supplied with two swabs, a white swab and a pink swab.

Please use the white swab when sampling your patient.

The pink swab is not required and can be discarded.

(If you do use the pink swab, please be assured that this can be processed by the laboratory)

If you have any questions or concerns regarding this temporary change, please contact our Customer Support team on +44 (0) 203 7887508 for UK customers or +353 (0) 15621211 for ROI customers. Alternatively, you can contact us using the email address customersupportUK@idexx.com

We sincerely appreciate your patience and ongoing understanding during this time.

For further information regarding IDEXX supplies and services during this unprecedented time, please visit our dedicated web page idexx.co.uk/covid19

Yours sincerely,

IDEXX Reference Laboratories