

Instructions for Packaging Samples for Dispatch to the Reference Laboratory by Royal Mail



Please ensure you use the supplied boxes for submission of samples via Royal Mail. Failure to do so may result in your samples being delayed. There are two sizes of box –please use the smaller one for blood samples, and the larger one for Microbiology and Histology submissions.

1



Ensure you enclose either the printed VetConnect® PLUS or the appropriate Requisition Form (remembering to include both your practice code and practice address) and submit all sample types required.



Ensure that the sample tubes and slides are labelled with the patient and owners names, and your practice Vet Code.

2



Ensure the caps are tightly screwed onto each sample container. Place each Primary receptacle, completed with patient's details, onto an absorbent pad.
Please do not use Sellotape on the tubes or the packing material.

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3



- a.** Place the samples with 1 absorbent pad and place them in the pressure bag.
- b.** If sending a histology sample, please place the histology sample directly into the pressure bag with **one absorbent pad per pot**.

For samples that are too large for the histology pots (the sample should be able to move while in the pot), please go to www.idexx.co.uk/supplies or your VetConnect® PLUS account and add a comment in the comment section explaining you have a sample too large for the histology pots and we will send you large histology packaging. If would like any further information or assistance, please contact a member of our Customer Service team on 0203 788 7508.

- c.** Then place the printed VetConnect® PLUS/completed requisition form for the samples in the pocket on the reverse side of the pressure bag.



- d.** Removed paper covering the adhesive.
- e.** Fold the bag over so the star is in the square to seal.

One patient per bag (if there are multiple histology pots that will not fit into one bag, please put them in multiple bags and put all bags for that patient in a box separate from other patients samples).

4 Construct the mailing box by folding in the sides and locking into place using the tabs.



5 Place the sealed Specimen Transport bag into the box and seal the lid – Do not use Sellotape to further seal the box.



Complete the practice address details on the side of the box, stick the shipping label in the designated box making a note of the shipping number which is located under the barcode. Once these steps are complete send with Royal Mail.

DO NOT COVER THE UN LABEL ON THE FRONT AS THERE IS A RISK THIS COULD DELAY YOUR SHIPMENT.

Following these guidelines will allow our staff to process your specimens safely, efficiently, and accurately. They will also help to ensure your samples arrive with us in a satisfactory condition for testing. If you would like any further advice, please contact our Customer Support team:

0203 788 7508

customersupportuk@idexx.com