



# User guide

How to work with IDEXX Reference Laboratories

# Welcome to IDEXX Reference Laboratories!

Dear colleague,

We would like to welcome you to IDEXX Reference Laboratories.

Within the starter kit and this manual, you will find all necessary material and information required for your first submission to our lab.

Ideally, you should complete our new customer form online before sending your first sample to our laboratory. This will help ensure smooth sample processing and results transfer from the very first sample you send to us.

If you have not already done so, please follow one of these links to complete the form:

[idexx.dk/StartwithIDEXXLab](https://idexx.dk/StartwithIDEXXLab)

[idexx.no/StartwithIDEXXLab](https://idexx.no/StartwithIDEXXLab)

[idexx.se/StartwithIDEXXLab](https://idexx.se/StartwithIDEXXLab)

[idexx.fi/StartwithIDEXXLab](https://idexx.fi/StartwithIDEXXLab)

If you have any questions or queries, please do not hesitate to contact our Customer Support team or your local Sales Representative.

We look forward to working with you!  
Your IDEXX Reference Laboratories Team



## Requirements for your first test order at IDEXX Reference Laboratories

Please make sure that following requirements are fulfilled before you send your first sample to us. This will support the smooth and fast processing of your samples.

- The customer registration form has been completed and you have received the confirmation that your account has been set up.
- Please use the sampling and shipping material that we provide. These are optimized for IDEXX lab processes and therefore for your results.
- Please read the following instructions. If you have any questions, please do not hesitate to contact us.

## How to send a sample – 5 simple steps to your result

- 1 Select the test** – In the VetConnect\* PLUS<sup>†</sup> 'Directory of Services' or in our pricelist, you can find the complete selection of profiles and tests that we offer, including parameters, turnaround time, sample type and leading price. **Note:** VetConnect PLUS can provide additional useful clinical information.
- 2 Take the sample** – The sample type that is required for a specific test is listed in VetConnect PLUS<sup>†</sup>, in our pricelist (including minimum volume requirements) and on our submission forms. Please make sure you have closed the sample tubes carefully.
- 3 Enter the order in VetConnect PLUS<sup>†</sup>** or complete a standard submission form and attach the barcode sticker to the form and tubes.
- 4 Package the sample** according to the instructions.
- 5 Order a DHL pickup.**

<sup>†</sup>Detailed information on VetConnect PLUS and the individual steps of the test ordering can be found in the following paragraphs.

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## Important information about sending samples

Correct packaging of the sample material ensures sample quality is maintained until it arrives at the laboratory and smooth processing of the sample once it has arrived. It also prevents difficulties during transportation and protects everyone involved from injuries and/or infections. When used correctly, the samples are protected in accordance with the current packaging guidelines and you, as the sender, meet your duty of care.

IDEXX provides you with suitable packaging materials for each sample type.

All sampling and shipping materials are provided free of charge and can be ordered through IDEXX Online Orders. A small shipping fee will apply for supplies orders (see website).

### Benefits of correct sample packaging

- Protection of your samples from loss or negative influences (e.g. leakage, breakages)
- Quick sample processing without delays
- You fulfill your duty of care and send the sample in accordance with the applicable transport regulations

### Materials that cannot be sent to IDEXX

- Glass jars and other non-break-proof materials (e.g. jam jars)
- Cannulas, needles and scalpels

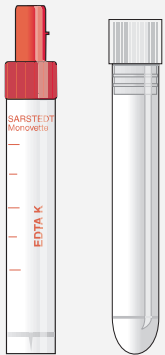
**The health of our employees is our number-one priority. Our terms and conditions state that we will reject and not test samples that pose a significant risk of injury.**

### An important note

The tubes and containers provided by us are leak-proof when used correctly and are designed to optimally preserve your sample. **The additional use of adhesive tape, self-sealing film or similar is not required** and can unnecessarily delay or cause issues with processing of the sample.

In order to protect our employees from infections, we also ask you to clean the outside of vessels heavily contaminated with blood or faeces with a simple cloth/paper towel.

## Sample tubes



1

2

### EDTA blood/plasma

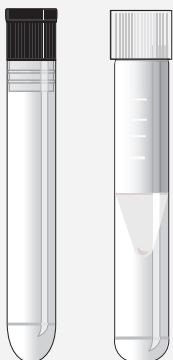
**EDTA blood** is used for haematology/blood counts and molecular diagnostics.

Direct shipment of blood-filled **EDTA tube (1)**.

To obtain EDTA plasma, centrifuge EDTA blood and pipette the supernatant into a **universal tube (2)**.

The EDTA tube (3 ml) contains ethylenediaminetetraacetate as an anticoagulant.

The universal tube (10 ml) is uncoated. It is used for sending whole blood, plasma, milk, cerebrospinal fluid, urine, punctate and biopsies.



3

4

### Serum

Serum collection by centrifuging the **coagulation tube (3)** and transferring the serum to a **serum tube (4)** (4 ml).

The plastic beads in the coagulation tube (4 ml) increase the surface area and improve the binding of the fibrin network, resulting in accelerated clotting.

Depending on the desired examination, send the sample frozen if necessary.



5

### Citrate plasma

**Citrate plasma** is required for blood coagulation diagnostics.

#### IMPORTANT

Please make sure that the tube is **filled precisely**. Then swirl, centrifuge and pipette off the supernatant (= citrate plasma) into an universal/uncoated tube.

Always send samples frozen!

The citrate tube contains sodium citrate as an anticoagulant.



6

### NaF blood

For the determination of glucose and lactate.

Submission of the **NaF tube (6)** filled with blood.

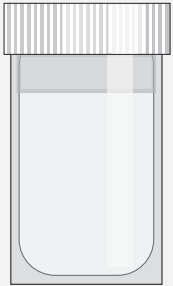
Please make sure to fill the tube up to the area between the upper and lower mark (max. 2,7 ml).

## General information

- Close the tubes tightly. Additional tape is **not** required!
- With the introduction of our new envelopes that include absorbent fleece, the use of the previously used protective sleeves is no longer necessary.
- The use of other specialised blood collection tubes (e.g. snap-cap and vacuum tubes) is possible but not recommended, as a time-consuming transfer is necessary prior to the examination. The tubes we provide, on the other hand, are suitable for direct use in the analyzer.

## Faeces

### Parasitology, microbiology, PCR



Faecal sample container

#### Correct packaging

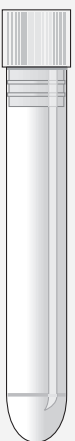
- Use the faecal collection containers, including fleece and protective containers provided by us. Fill the faecal sample into the inner sample container, close it tightly, wrap it in the enclosed fleece and put both together in the outer secondary/protective container. The sample is packed leak-proof and protected. The wooden spatula can be disposed of after use and does not have to be sent along.
- Alternatively, uncoated, sterile universal tubes are suitable for shipping.



#### NOTE

Unsuitable materials are gloves, bags, plastic containers, cups or similar vessels. If the pet owner brings faecal samples to you in such containers, please transfer them to suitable shipping containers.

## Urine



Universal tube

#### Correct packaging

Please only use uncoated universal tubes for sending urine samples. Urine tubes with stabilizer (boric acid) available from specialist retailers can also be used for cultural detection.

Any other container is unsuitable.



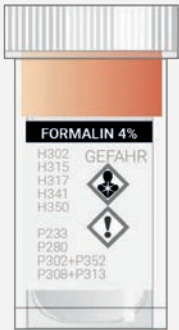
#### NOTE

##### Please do not use jam jars!

In addition to the risk of breakage and the associated loss of the sample, the results can be negatively influenced despite the best cleaning.

**Syringes with an attached cannula must not be sent in!**

## Tissue samples in formalin



Histology container with formalin  
60 ml or 120 ml

### Correct packaging

Please only use sample containers provided by IDEXX and observe the accompanying guidelines for sending samples.

Please always remember to use the **secondary vessel**.

### NOTE

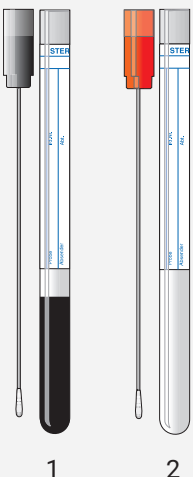
**Please do not send samples in canisters or buckets or in containers without secondary packaging.**

A single leaked, large-volume container with formalin can contaminate an entire transport with samples and thus entail enormous costs and the destruction of all samples.

## General information for tissue samples

- Please do not squeeze large samples into small containers. A formalin-tissue ratio of > 10:1 should be selected for optimal fixation.
- If you want to send in samples that are too large for the formalin containers provided by IDEXX, please contact us in advance so that we can inform you about the best method of sending. For example, large samples can be fixed in the practice and then sent in.
- Please remove scalpels, needles and cannulas from the sample before shipping.
- Make sure that you use the absorbent material provided as well as the secondary vessel. Please do not use the secondary packaging as the primary packaging.
- You represent and warrant that any sample containing a hazardous substance sent to IDEXX is packaged, labeled, transported and delivered in accordance with applicable laws.

**We are happy to provide you with advice.**



## Swabs

- For **bacterial culture**: universal swabs with cotton top **including transport medium (1)**. Swabs without transport medium are not suitable for bacterial culture.
- For **molecular diagnostics**, universal swab with cotton top **without transport medium (2)**.
- eSwabs are suitable for both culture and molecular diagnostics.



## Smears

For smears, we provide you with glass slides and a suitable transport container. These can be used for blood smears as well as for cytology.

If smears are sent in together with formalin-fixed samples, both the formalin container and the smears should also be packed separately in a sealed plastic bag (e.g. with a zip lock) to prevent contamination of the slide with formalin.



### TIP

Slides with a frosted/coated end are best labeled with a pencil. Other slides can be marked with a small adhesive/sticker. This should not be glued around the edges in order to allow microscopy without obstruction.

## Other materials

### Biological fluids for cytology

Biological fluids, such as milk, CSF, body cavity fluids (punctures), synovia or aqueous humor, **for a cytological examination** should be sent in both EDTA and a sterile, uncoated tube (divide the sample, observe minimum quantities).

CSF and other bodily fluids are very unstable. As early as 30 minutes after removal, the examination results can be significantly affected.

**For a cytological examination, please also prepare a direct native smear and a cell smear of the sediment (centrifuge part of the sample at 400 g for 5 minutes, smear the sediment like blood, air-dry).**

### Materials for bacteriology

The shipment of biological fluids, such as milk, CSF, aspirates, synovia, aqueous humor as well as biopsy or organ parts for a bacteriological examination, is best done **in sterile, uncoated universal tubes**.

Special blood culture bottles can be ordered from us for blood culture.

### Skin scrapings/hair/feathers

**Skin scrapings and hair** should be sent in a **sterile, uncoated tube**. Please do not use envelopes or foils and remove the scalpel before shipping. Toothbrushes are ideally sent completely in their original single-use packaging.

For **feathers**, please use a **paper envelope** (one envelope per animal).

## Frozen samples

Frozen samples should be sent in the cooling containers provided by us.

**The cooling containers must be stored in the freezer for 24 hours before use** (without the polystyrene cover).

They can then be loaded with the frozen samples and shipped.





## VetConnect PLUS

Ordering IDEXX Reference Laboratories tests with handwritten forms can lead to mistakes through misinterpretation. Results that come back with errors like misspelled patient names or missed tests often mean more time on the phone and unnecessary frustration.

Using **VetConnect\* PLUS** is the best solution to prevent mistakes happening when diagnostic testing is sent out.

VetConnect PLUS can also be your practice's go-to diagnostic resource for fast, effective clinical decision-making:

- Gain a holistic view of all IDEXX diagnostics for every patient.
- Spot trends and abnormalities, evaluating patients' historical results with easy-to-use analyte graphs.
- Interpret results and determine next steps with differential diagnoses and expert guidance.

- Make follow-up orders easily and conveniently from the patient record.
- Customer-friendly summaries can be personalised by you and emailed directly to the patient owner.
- Track the status of your lab requests in real time for each patient – anytime, anywhere.

For more information, please visit

[idexx.dk/vetconnectplus](http://idexx.dk/vetconnectplus)

[idexx.no/vetconnectplus](http://idexx.no/vetconnectplus)

[idexx.se/vetconnectplus](http://idexx.se/vetconnectplus)

[idexx.fi/vetconnectplus](http://idexx.fi/vetconnectplus)

A direct link also allows you to order tests online using a range of practice software. If you have any questions, please contact our support department or your local sales representative.

## Paper submission forms

If using VetConnect PLUS isn't possible, please use paper submission forms. Remember to write clearly and neatly to avoid any misinterpretation and save time.

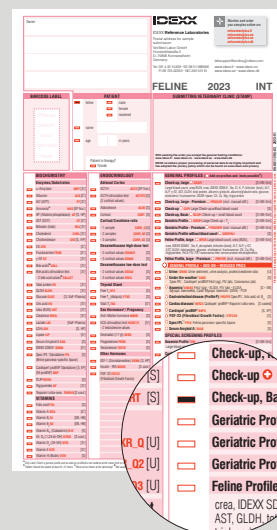
At IDEXX we have different submission forms based on the species and lab department:

- Cat<sup>†</sup>
- Dog<sup>†</sup>
- Rodent avian/exotic<sup>†</sup>
- Large animals<sup>†</sup>
- Microbiology, including faecal testing
- Histopathology/cytology
- Molecular diagnostics/PCR
- Genetics
- Avian sex determination
- Rabies antibody testing
- Export examinations

<sup>†</sup>Includes general/organ profiles, haematology, chemistry, serology, endocrinology, allergy testing and PCR profiles.

## How to fill in the submission form

- 1 Stick on the barcode (more information on the barcodes can be found on page 10).
- 2 Enter the name of the pet owner.
- 3 Enter patient data (name, species, gender, age).
- 4 Place the practice stamp with full address, telephone number and country in the box provided.
- 5 "For internal use" – please do not over-write this area.
- 6 Mark the desired examinations in the corresponding box.
- 7 In the case of microbiology or histology samples, please indicate the collection site and the preliminary report if applicable.



Be sure to use the most recent version of the submission form (date can be found in form header).

Check-up, v  
 Check-up, Basic  
 Geriatric Profile - Pr  
 Geriatric Profile with  
 Feline Profile, large  
 crea, IDEXX SDMA  
 AST, GLDH, to  
 trichite

Right  Wrong

## Barcode labels

**Practical in the clinic. Efficient and secure in the lab!**

The use of barcode labels in the lab ensures the quick and safe assignment of different samples belonging to a patient. It also saves you the time-consuming labelling of various sample tubes and slides.

Furthermore, as you already know the respective patient number under which your sample will be processed at the lab, enquiries about a specific sample or requests for additional tests will be easier for you to make.



## DHL: Online booking tool

<https://booking.idexx.com/>

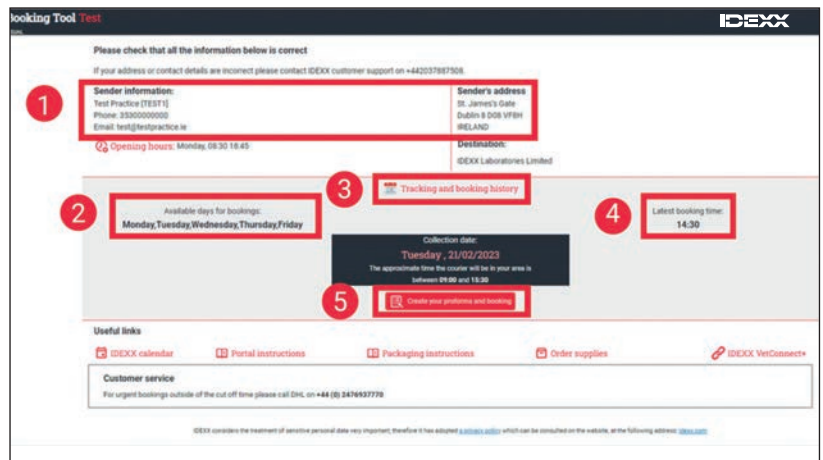
### Sign-in page

- If 'remember password' is checked, the booking tool will automatically login in future.
- If you have forgotten your password, click 'forgot password' and follow the steps.



### Home page

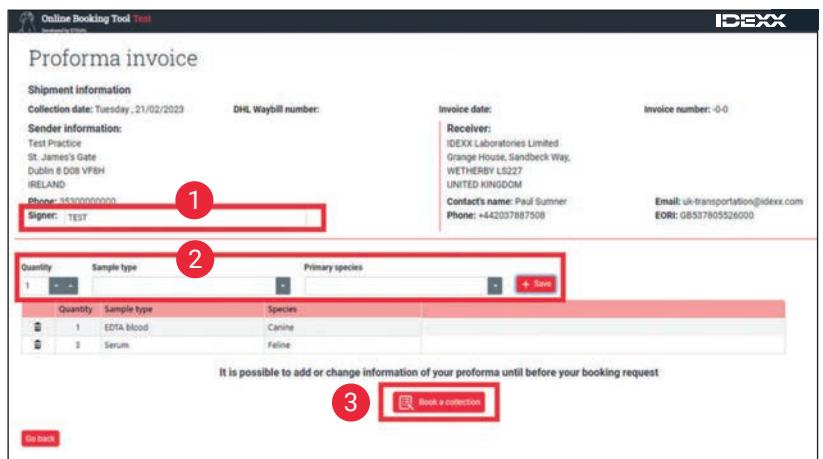
1. Please check your address contact name, address, email and telephone number are correct and contact IDEXX if not.
2. These are the days that collections are available.
3. You can view historic bookings and track shipments here.
4. This is the time you can book a collection until.
5. Finally, click this button to book a collection.



### Proforma page

For international shipments, details of what is being sent are required.

1. Add a signer's name.
2. To add the sample information, select the fields and click the **Save** button.
3. Then click the **Book a collection** button near the cutoff time as this cannot be changed once generated.

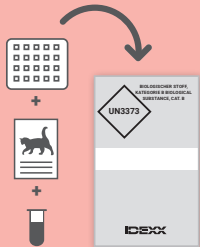


## Packaging samples for shipping

### Courier shipment



- 1 Wrap samples into absorbent material.
  - Multiple samples must be wrapped individually to prevent contact between them.
  - Please use sample tubes/pots provided by IDEXX Reference Laboratories.



- 2 Place wrapped samples and corresponding submission form into one secondary packaging bag (95 kPa bag), and seal the package.

- 3 Fold the edges of the box to create the base of the box and add the pressure bags for that day into the box. If they do not all fit, please separate into multiple boxes. Shipment costs are the same irrespective of the number of boxes. Ensure the box contains sufficient cushioning material to prevent movement of the samples.



- 4 Close the box properly.
- 5 Please place the air waybill on the top of the IDEXX shipping box
  - Ensure the UN3373 marking is fully visible. If there is anything covering any part of this marking, the shipment may be delayed or returned.

## Result transmission

### Options

You can receive your results via VetConnect\* PLUS, e-mail or fax. Any combination of these three methods is possible as well. Please inform us of your preference.

### Preliminary results

You can decide if you would like to receive preliminary reports or not. If you wish to receive preliminary reports, we will send you each test result as soon as it is ready. This can be helpful if you order comprehensive profiles or some additional tests that might have a longer turnaround time than e.g. the standard chemistry panel. If you select the final result only, you will get the report as soon as all tests are run and validated.

### Price on report

Please let us know if you want to receive the final result with a preliminary specification of cost. This means that we mention the list price of the tests on the bottom of the report, not considering VAT, courier costs or any discounts. The final prices will be shown on your regular invoice.

### Subsequent request for testing

The samples you send us will normally be stored for 5–7 days (faecal samples for only 2–3 days, depending on storage capacity). During this time, if sufficient sample material is available, tests and profiles can be requested. A subsequent request can be made easily via VetConnect PLUS or by calling our laboratory service.

## Important!



Materials that cannot be sent to IDEXX:

- Glass jars and other non-break-proof materials (e.g. jam jars)
- Cannulas, needles and scalpels

We reserve the right to reject such samples in accordance with our general terms and conditions.

## Invoice and payment

An invoice in local currency will be issued directly to your practice on a monthly basis.

You can pay per wire transfer. Please write the invoice number on all payments to IDEXX.

## We support you!

### Customer support and medical consultation team

If you have questions regarding your result or sample, our specialists would be pleased to help you.

### **idexx.dk | idexx.no | idexx.se | idexx.fi**

You can find more information about our products on our website as well as information on free webinars and other training opportunities.

## Contact details

### Customer support and medical consultants

labsupportnordics@idexx.com

**DK** 433 10439  
**NO** 24 05 51 10  
**SE** 08-519 895 66  
**FI** 09 7252 2253

### Order supplies

order.idexx.com

### Registered Nordic Office

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SE 69 73 Solna  
Sweden

### Postal address

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Humboldtstraße 2  
70806 Kornwestheim  
Germany

