

Serum, Plasma, or Blood Collection

Draw blood in the color-coded vacuum tube indicated in the specimen handling requirements of the alphabetical test listing. For **serum** or **plasma**, obtain approximately **2 1/2** times the requested volume of whole blood during collection. For serum, allow the blood to clot at least ten minutes and separate by centrifugation. For plasma, thoroughly mix the blood with the anticoagulant by gently inverting the tube ten or more times and separate by centrifugation. If it is deemed necessary to aliquot specimens, transfer the serum, plasma, or whole blood to a plastic transport tube provided by Synergy Laboratories. **Label the pour off tube as 'serum' or 'plasma'.**

Please Note: Lipemia, hemolysis and icteric samples may affect test results.

Courier Service

Courier service is available for transporting outreach specimens from many locations throughout the service area of Synergy Laboratories. This includes same day delivery in certain geographic areas or overnight delivery under controlled conditions. Special courier services can be established if appropriate arrangements are made. Please contact Synergy Laboratories at (423) 302-3706 to request courier arrangements.

Mailing Specimens (refer to federal requirements)

Synergy Laboratories can provide standard mailing containers to transport biologic specimens from locations that do not have courier service. For specimens that do not have specific temperature requirements, place the specimen and test requisition in the mailer provided. Please label Ambient Specimen - Do Not Refrigerate on the outside of the package.

Refrigerated specimens can be transported using coolant packages. Place the specimen, test requisition, and coolant pack in the mailer provided. Please label Refrigerated Specimen - Do Not Freeze on the outside of the package.

Frozen specimens must be transported in shipping containers packed with five pounds of dry ice (maximum). Use only plastic vials or containers for sample aliquots. Frozen specimens transported in glass will be rejected upon receipt. This is due to the high risk of exposure and injury. The vial or container for each specimen shipped should not be more than three-fourths full. Samples that must remain frozen should not be shipped using standard coolants. Place the specimen and test requisition in a plastic bag before packing with dry ice. Please label Frozen Specimen on the outside of the package.

Cancellations

A test may be cancelled without charge before the specimen has been assayed. Please notify the Synergy Laboratory Processing area if a test request should need cancellation at 423-302-3706.

Test Additions

Synergy Laboratories holds most samples for seven days, with the exception of chemistry specimens which are held for 3 days. Some specimens, such as spinal fluid, are held for longer periods of time. Test additions can be made if sufficient volume is available after the initial tests are completed and if sample integrity and the specimen type are acceptable. Please contact the Synergy Lab Processing Department (423-302-3707) if an additional test is requested.

Test Reporting

The information system at Synergy Laboratories permits easy transmission of test reports directly to the outreach client's facility. Report fax transmission times may be customized at the client's request. Reports may also be delivered with the courier for those clients who do not have direct reporting capabilities.

Out Patients - All patient test results are available in the hospital information system. Paper reports of all results are also printed and delivered to the ordering location per physician preference.

Clients - Printed reports are available via the Internet through the Atlas program, delivered by courier, fax or mail depending upon client preference.