PHLEBOTOMISTS USE ONLY

Serum Collection and Shipping Instructions

Step 1: Verify Kit Contents Before Starting the Blood Draw

- [ ] Requisition form
- [ ] SST draw tubes **Verify expiration date**
- [ ] 2 polypropylene aliquot tubes
- [ ] Transfer pipette
- [ ] 2 gel ice packs
- [ ] Biohazard transport bag
- [ ] Temperature tracker (if available)
- [ ] FedEx shipping label
- [ ] Shipping box and insulated transport sleeve

- [ ] **Phlebotomists: place gel packs in freezer immediately.**

Step 2: Blood Collection and Serum Separation

NOTE: Analytes are sensitive to temperature and to freeze/thaw cycles. Avoid freezing and store samples refrigerated when possible.

- [ ] 1 Fill out requisition form: **collection date & time**, your contact information, and patient information. Ensure patient has signed form. Some orders are placed digitally and kits may arrive with a blank/unsigned form. **All Neurocode kits have a valid verified doctor's order**; call if you require additional verification.
- [ ] 2 Write patient name and DOB on each aliquot tube. (unlabeled samples will be rejected)
- [ ] 3 Collect blood in 2 SST tubes (5mL gold top or 8.5mL tiger top).
- [ ] 4 Invert SST tubes 8 times to ensure complete mixing with clotting/separator agent.
- [ ] 5 Allow mixture to rest at room temperature for 30 minutes (no more than 60 minutes).
- [ ] 6 Centrifuge SST tubes at 4,000 - 4,500 rpm for 15 min.
- [ ] 7 Use pipette to transfer serum (top layer) into aliquot tubes, ensuring not to take gel or RBC (middle/bottom layers).
- [ ] 8 **Store aliquot tubes in refrigerator (2°C - 8°C) until shipping.** Gel/RBC may be discarded.
- [ ] 9 Place gel packs in freezer for >8 hours (you may exchange pre-frozen packs of comparable size).

Step 3: Pack and Ship

NOTE: Phlebotomist is responsible for packaging and shipping samples.

- [ ] 1 Seal serum aliquot tubes in biohazard bag. Used SST tubes and pipettes may be discarded.
- [ ] 2 After verifying patient information is consistent with tube labels, place requisition form in outside pocket of the biohazard bag.
- [ ] 3 Package biohazard bag between frozen cold packs in transport sleeve immediately before shipping.
- [ ] 4 If included, activate temperature sensor and seal inside the thermal sleeve with samples.
- [ ] 5 Place transport sleeve in box, seal well with packing tape, and seal by adhering shipping label.
- [ ] 6 Do not ship samples on Saturday, or preceding federal holidays, as Neurocode cannot receive samples on Sundays/holidays. If a sample must be held over the weekend, store refrigerated until packaging for shipment.

Step 4: Billing

If you are a phlebotomist enrolled with My One Medical Source please be sure that the draw has been appropriately assigned to Neurocode in the MOMS portal.

Any Lab Test Now locations please use MOMS for billing (if enrolled). National contract rate has been applied.

! Improper labeling, collection, processing, handling of specimen, or failure to include requisition form will result in cancelled testing and require new sample collection.

If you need assistance, please reach out to Neurocode:
CustomerCare@neurocode.com
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