Specimen labeling and shipping protocol.

SENDING YOUR URINE OR ORAL FLUID SPECIMENS TO THE LABORATORY
Preparing specimens for the laboratory
Specimen labeling and shipping

We ask that you refer to the training materials provided when preparing specimens for laboratory testing.

You can send a rapid onsite collection device (preliminary positives only) or you can send specimens collected using an appropriate urine or oral fluid container.

Please ensure the specimen is collected, labeled, and packaged correctly before releasing it to the shipper. Improper labeling and packaging may result in your specimens being rejected by the shipping carrier or excluded from testing at the laboratory.
Ensure sufficient volume of specimen

**URINE SPECIMENS**

- Provide donor with an unused collection container or specimen bottle.
- Instruct donor on proper urine specimen collection procedures.
- Instruct donor to fill cup to at least ½ full or 30mL of urine.
- If the donor used a collection container, transfer the urine from the collection container to the bottle while the donor is watching.

Provide at least 30mL or half the bottle of urine. Otherwise, the laboratory may be unable to process the specimen—resulting in a quantity not sufficient (QNS) charge.
Ensure sufficient volume of specimen

ORAL FLUID SPECIMENS

- Provide donor with a new oral fluid collection device.
- Instruct donor on proper oral fluid specimen collection procedure.
  - Read the collection procedure that accompanied the device to ensure an adequate volume of specimen is collected.

Instruct donor on proper collection process and sufficient volume requirements.

Oral fluid collection devices vary. Refer to the instructions provided with your oral fluid collector.
Ensure containers are tightly sealed
Secure collection containers
With the donor watching, tightly seal the container lid/cap.

URINE COLLECTION CUPS:
Double check to make sure the cup lid or cap is tightened securely.

ORAL FLUID DEVICES:
Double check to make sure the collection chamber is tightened securely.

If using the Quantisal™ oral fluid collection device, press down on the cap until you hear a click.
Prepare test request forms
Drug test request forms

Test requisition forms will be provided when ordering tests through the lab. Forms for urine specimens are different from the oral fluid test request forms. Please use the appropriate form for the specimen type being sent.

The sample cannot be processed without the information supplied on the test request form. If the test request form does not accompany the specimen, testing will be delayed.

For each specimen, the form should be completed with a water-resistant marker, such as a blue or black ball point pen (red color is not recommended since it tends to rub off).
ToxAccess™ test requisition form

Requisition forms for use with the ToxAccess™ Web Portal
Secure, easy-to-use, comprehensive drug test management solution. Order lab tests and print chain of custody (COC) forms from your laser printer—no special hardware required. COC forms are scanned by the lab and made available for viewing online.

Please contact our Customer Service Department for more information at: 800.255.2159, press option 3.
Drug test request forms – Urine

1. URINE DRUG SCREEN TYPE
   Check the box indicating the reason the donor is being tested and note the temperature of the specimen.

2. SECURITY SEAL
   After completing the form, place the security seal over the top of the cap, down the sides of the bottle. Have the donor initial the security seal.

3. SPECIMEN LABEL
   Indicate the following information on the label:
   - Please indicate which test(s) or panel is to be ordered by placing a check mark in the appropriate box or by writing the test on the "other" line. Specific tests by GC-MS or LC-MS/MS should be written on the GC-MS request line.
   - Donor identification, collection date, and collector.

4. DONOR INFORMATION & COLLECTOR VERIFICATION
   The donor will enter his/her signature, printed name, date collected and donor ID (SSN or DL#). The collector will verify the information provided by the donor and validate that the specimen was collected correctly.

5. RECEIVING (LAB ONLY)

   1. Failure to include identification on the specimen label may result in a charge being applied to your account.
Drug test request forms – *Urine*

1. **SPECIMEN LABEL**
   Indicate the following information on the label:
   - Date that the specimen was collected
   - Donor identification
   - Collector identification

2. **TEST REQUESTED**
   Please indicate which test(s) or panel is to be ordered by placing a check mark in the appropriate box or by writing the test on the "other" line. Specific confirmation tests by GC-MS or LC-MS/MS should be written on the GC-MS request line.

3. **CHAIN OF CUSTODY**
   Indicate the following information on the chain of custody section of the label:
   - Date that the specimen was collected
   - Collector initials
   - Collector comments
   - Do not put test requests in this section

1. Failure to include identification on the specimen label may result in a charge being applied to your account.
Drug test request forms – Oral Fluid

1. INDICATES TESTS TO BE PERFORMED
   1A. Lab Panel Information: Test(s) to be performed will be printed on the top of the form. If you have the option of more than one panel, you must check which panel you want. (Diagram 1A)

   1B. Device Test Information: Use the "GC-MS Confirm" line to list the preliminary positive drug(s) you want to confirm. (Diagram 1B)

2. ORAL FLUID DRUG SCREEN TYPE
   Check the box indicating the reason the donor is being tested.

3. SECURITY SEAL WITH BARCODE
   Place the center of the security seal over the top of the cap. Have the donor initial the seal.

4. DONOR INFORMATION AND COLLECTOR VERIFICATION
   The donor will enter his/her signature, printed name, date collected and donor ID (SSN or DL#). (Collector should verify the info provided by the donor and validate that the specimen was collected correctly.)

5. Receiving (lab only)
Specimen labeling
Specimen labeling – Urine

URINE COLLECTION CUP
Place the security seal over the top of the bottle.

Instruct the donor to initial the security seal. Collector should verify the information provided by the donor and validate that the specimen was collected correctly.

Place the specimen label over the belly of the bottle, so that it covers each end of the security seal.

(The specimen I.D. label can be prepared during or after specimen collection.)
Specimen labeling – Oral Fluid

**ORAL FLUID DEVICE**
Place the center of the security seal over the device lid.

*(Be sure that the specimen ID barcode runs lengthwise on the collection tube.)*
Place collection device into RTL plastic baggie

A baggie with absorbent material is provided for shipment to the laboratory.

Place urine specimen bottles and oral fluid collectors into separate plastic baggies with absorbent material.

Do not remove the absorbent material from the baggie. Seal the baggie.

Store in a secure area until the specimen is ready to be shipped to the laboratory.
Shipping methods
Important notice

It is required that all agencies utilize the packaging materials provided by RTL to ensure the specimen’s delivery.

Do not use supplies intended for other laboratories. Failure to utilize the packaging materials provided by RTL may result in your specimens being rejected by FedEx® or rejected for testing.

In particular, do not use supplies labeled UN3373 (see right). UN3373 supplies are intended for shipping Category “B” Infectious Substances. Improper use of this packaging may result in citation from the Federal Aviation Administration.

Do not use shipping supplies with UN3373 marking when sending specimens to RTL.
FedEx (5 or more) — Send via FedEx Express services

1. Place the large zip-top bag inside the FedEx® Clinical Pak.

2. Place COC/test request forms in the Clinical Pak (outside zip-top bag). The COC’s must be shipped in the same Clinical Pak as the specimens. Sending them in a separate Clinical Pak may result in a delay of processing the specimens and may invalidate the chain of custody.

3. Place 5 or more individually sealed specimens into the zip-top bag. All specimens must be secured within the zip-top bag.

4. Seal the FedEx® Large Clinical Pak and attach a preprinted FedEx Express® Return Label for FedEx Standard Overnight® shipping.

For more information on shipping methods and instructions visit:
https://www.redwoodtoxicology.com/resources/labeling_shipping/shipping_methods

* Certain clients use UPS. Refer to the instructions provided in your supplies.
FedEx (5 or more) — Send via FedEx Express services

5 Be sure that your FedEx Clinical Pak has at least five (5) urine and/or oral fluid specimens per bag. Any bag with fewer than 5 specimens will be charged a $25.00 short shipment fee on the RTL account statement. (Refer to page 24 for less than 5 shipments).

6 Oral fluids and urine specimens may be sent in the same FedEx Clinical Pak when sending 5 or more specimens (e.g. three urine specimens and two oral fluid specimens.)

NOTE: FedEx Clinical Paks (lab pak) with a cardboard box inside also comply with specimen shipping. However, RTL does not regularly furnish these as they are designed for fewer than 5 specimens. There is a short shipment fee. (Refer to page 24 for less than 5 shipping).
Shipping oral fluid specimens

Label oral fluid specimen shipments with a blue dot to ensure fast processing.

When sending oral fluid specimens to the laboratory, please follow the instructions below. Any package containing oral fluid specimens (including those mixed with urine samples in the same package) must be clearly marked with the blue dot label to ensure the samples are processed as soon as they are received.

Failure to do so may result in a 1-2 day delay in processing. Blue dot stickers have been included for you to use on any shipments containing oral fluid specimens.
Shipping blood specimens

Package in outer cardboard containers and label blood specimen shipments with a red dot to ensure fast processing.

When sending blood specimens to the laboratory, please follow the instructions below. Any package containing blood specimens (including those mixed with urine or saliva samples in the same package) must be packaged in an outer cardboard box and clearly marked with the red dot label to ensure the samples are processed as soon as they are received. Failure to do so may result in delayed processing which may potentially make the samples invalid for testing. Red dot stickers have been included for you to use on any boxes containing blood specimens.
Less than 5 specimens—Send U.S Postal Services

Per U.S. Postal Service regulations, use the box provided specifically for each type of test as indicated on the Pre-paid Label.

1. Seal specimen(s) tightly. Place into the baggie with absorbent material and seal.

2. Place specimen contained in the baggie and the chain of custody into the Pre-paid U.S. Mailer box.

3. Write the return mailing address in the upper left corner of the Pre-Paid Label.

Please do not mix oral fluid and urine specimens in the same Pre-paid Mailer box.
The specimen may now be shipped to Redwood Toxicology Laboratory. For questions or telephonic training, please contact us at 800.255.2159, press option 3. You may also visit our website at www.redwoodtoxicology.com.

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P.O. Box 5680
Santa Rosa, CA 95402-5680

CUSTOMER SERVICE
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