



SHIPPING FREQUENTLY ASKED QUESTIONS

QUESTION: If I am a new client, do I need to set up an account before shipping a specimen for testing?

ANSWER:

- You do not need to set up an account before shipping a specimen so you will not receive an account set-up verification email.
- Fax (317-455-2156) or email (labsupport@miravistalabs.com) the [new client registration form](#).

Package and ship the specimen to:

MiraVista Diagnostics
4705 Decatur Boulevard
Indianapolis, IN 46241

QUESTION: How do I package the specimen?

ANSWER:

- Select the tests to be run from [Test Requisition Form](#)
- Place the specimen in a clean leakproof container inside a sealable waterproof bag. Do not place the test requisition form in the same sealed bag as the specimen, as leakage occurs occasionally and will contaminate the requisition form. Be advised that urine cups are highly prone to leakage and consider transferring urine to a clean specimen tube.

- Packaging Supply Cost Examples from Grainger:

[Laboratory Mailer, Holds \(1\) 16 oz. Bottle, 3-1/2X3-1/2X4-7/8" Inside LxWxH, PK 30: \\$67.00/30, individual cost of \\$2.23/box](#)

[Insulated Shipping Container, Corrugate, Styrofoam, 9-1/2x7-1/2x5-1/2" Inside LxWxH: \\$27.00/3, individual cost of \\$9.00/box](#)

[Cold Pack, Length 3-1/4", Width 4", PK 192: \\$120.00/92, individual cost of \\$1.30/pack](#)

QUESTION: How do I package the specimen box?

ANSWER: Ensure you meet [IATA shipping regulations: 3.6.2.2.2.2 Category B: Biological substance, Category B](#). Examples may include: Human or animal excreta, secret, blood tissue, bodily fluids, etc.

General Requirements:

- A leak proof primary receptacle



Taped plastic canister



Taped glass or plastic jar



Taped glass or plastic vial

- A leak proof secondary receptacle



Sealed plastic bag



Plastic container



Screw-cap can

- Absorbent material between primary and secondary receptacle, using enough material to absorb entire contents of all primary receptacles



Cellulose wadding



Cotton balls



Super-absorbent packets



Paper towels

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4705 Decatur Blvd. | Indianapolis, Indiana 46241 USA

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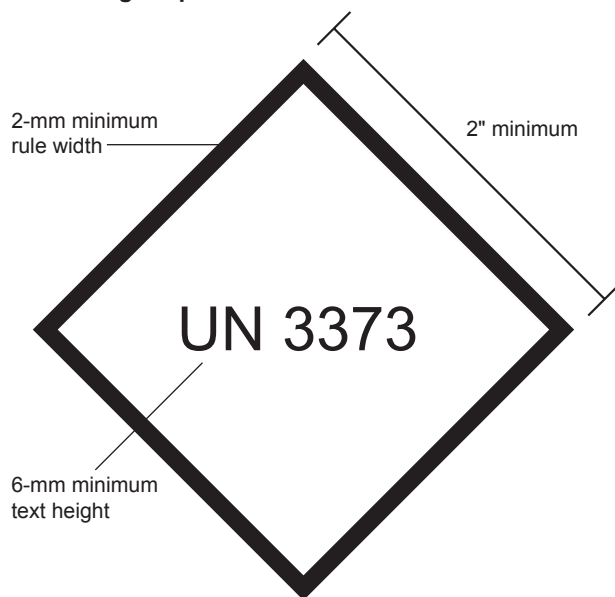
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- d. A rigid packaging of adequate strength for its capacity, mass and intended use.

One surface must have outer dimension of 4"x4", be able to withstand 4' impact test.

- e. Marking requirements: clearly marked "Biological Substance, Category B" in 6mm high text adjacent to UN 3373 diamond-shaped marking.

Biological Substance, Category B (UN3373) Marking Requirements



"Biological substance, Category B" must appear in 6-mm-high text on the outer package adjacent to a diamond-shaped mark like the one shown here. The UN 3373 marking must be in the form of a square set at an angle of 45 degrees. Each side of the UN 3373 diamond should measure a minimum of 2" (50 mm). The width of the diamond rule line must be a minimum of 2 mm, and the letters and numbers must be at least 6 mm high.

Place the **sealed specimen bag and cold pack** in packaging materials that meet IATA requirements. Dry ice is not necessary and will add to expense.

[UPS Laboratory Pak for Biological Substance, Category B, 01019521501](#)

To order the laboratory pak, go to <https://postal.fsu.edu/shipping-supplies> or call 1-800-877-1497

[Fed Ex UN 3373 Pak for Biological Substance, Category B, 1.800.463.3339](#)

To order the FedEx UN 3373 Pak, go to fedex.com or call 1.800.GoFedEx 1.800.463.3339

QUESTION: How do I ship a specimen to you?

ANSWER:

- Ship specimens FedEx Priority Overnight, UPS Next Day, or Saturday delivery. Create a shipping label through the courier service, as MiraVista does not provide shipping labels.
- Schedule delivery Monday – Saturday for arrival before 10:30 for same day testing, with exception of tests not run each day. (Veterinary Test Schedule)
- Ship by 2-day delivery to reduce shipping costs if the delay in result time is acceptable to healthcare provider.** If the client cannot send a specimen in time to meet the test date deadline for assays that are not run daily, (IgG antibody EIA, antibody FID, itraconazole serum levels), 2-day shipping may be a reasonable option for cost reduction.

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- a. Obtain a tracking number from your courier to check on the delivery status of your shipment.
 1. Shipping methods: shipping methods affect turnaround time. If the specimen is routed to an intermediary reference lab, this will add up to 7 additional days to turn around time.
 2. **Sending directly to MiraVista will yield quickest results.**
 - Medical Reference Lab: adds 3 to 5 days to turn around time on results
 - Veterinary Reference Lab: adds up to 7 days to turn around time on results
- e. Shipping cost example:

Vanderbilt School of Veterinary Medicine to MiraVista Diagnostics

	Fed Ex Priority overnight, 10:30 delivery	Fed Ex 2 day	UPS Next Day, 10:30 delivery	UPS Next Day Air Saver, end of day
Small Box	\$68.85	\$38.10	\$47.92	\$40.25

QUESTION: Does MiraVista receive specimens on Saturday? Yes

ANSWER:

- a. On Saturdays we receive specimens from 8:00 to 10:30 am. Specimens received after 10:30 am EST will be tested the following business day or next test set up day.
- b. To ensure Saturday delivery, please make sure to select *Saturday Delivery* when creating the shipping request.
- c. Please note, MiraVista Diagnostics is closed for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.

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Veterinary Test Schedule

Test Name	MVD Test Code	Test Set Up	Test Results Released
MVista® <i>Histoplasma</i> Antigen Quantitative EIA	310	Mon\Tues\Wed\Thurs\Fri\Sat	Mon\Tues\Wed\Thurs\Fri\Sat
MVista® <i>Blastomyces</i> Antigen Quantitative EIA	316	Mon\Tues\Wed\Thurs\Fri\Sat	Mon\Tues\Wed\Thurs\Fri\Sat
MVista® <i>Coccidioides</i> Antigen Quantitative EIA	315	Mon\Tues\Wed\Thurs\Fri	Mon\Tues\Wed\Thurs\Fri
Fungitell® (1→3)- β-D Glucan Colorimetric Assay	317	Mon\Tues\Wed\Thurs\Fri	Mon\Tues\Wed\Thurs\Fri
<i>Cryptococcal</i> Antigen, Latex Agglutination	319	Mon\Tues\Wed\Thurs\Fri	Mon\Tues\Wed\Thurs\Fri
Platelia™ <i>Aspergillus</i> Galactomannan EIA	309	Mon\Tues\Wed\Thurs\Fri\Sat	Mon\Tues\Wed\Thurs\Fri\Sat
MVista® <i>Histoplasma</i> Canine IgG Antibody EIA	327	Tues\Wed\Thurs\Fri	Tues\Wed\Thurs\Fri
MVista® <i>Histoplasma</i> Feline IgG Antibody EIA	328	Tues\Wed\Thurs\Fri	Tues\Wed\Thurs\Fri
MVista® <i>Coccidioides</i> Canine IgG Antibody EIA	329	Tues\Wed\Thurs\Fri	Tues\Wed\Thurs\Fri
MVista® <i>Blastomyces</i> Canine IgG Antibody EIA	330	Tues\Wed\Thurs\Fri	Tues\Wed\Thurs\Fri
MVista® <i>Pythium</i> Canine and Feline Antibody IgG Antibody EIA	332	Tues\Wed\Thurs\Fri	Tues\Wed\Thurs\Fri
<i>Histoplasma</i> Antibody by Immunodiffusion	321	Tuesday & Friday	Monday & Friday
<i>Blastomyces</i> Antibody by Immunodiffusion	322	Tuesday & Friday	Monday & Friday
<i>Coccidioides</i> Antibody by Immunodiffusion	320	Tuesday & Friday	Monday & Friday
<i>Aspergillus</i> Antibody by Immunodiffusion	324	Tuesday & Friday	Monday & Friday
MVista® Itraconazole by Bioassay	312	Wednesday	Thursday

*95% of Antigen results are reported the same day the specimen is received

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