



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:

- To set up an account, please submit the new client registration from to labsupport@miravistalabs or by fax to (317) 455-2156. You will not receive a account setup verification email.
- While we request submission of a new client registration form, the account does not need to be established before shipping a specimen for testing.

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.

QUESTION: How do I package a specimen for shipment?

ANSWER: Ensure you meet IATA shipping regulations:
3.6.2.2.2 Category B: Biological substance, Category B. Examples may include: 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.



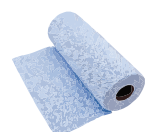
Cellulose wadding



Cotton balls



Super-absorbent packets



Paper towels

HEADQUARTERS

4705 Decatur Blvd. | Indianapolis, Indiana 46241 USA

888-841-8387



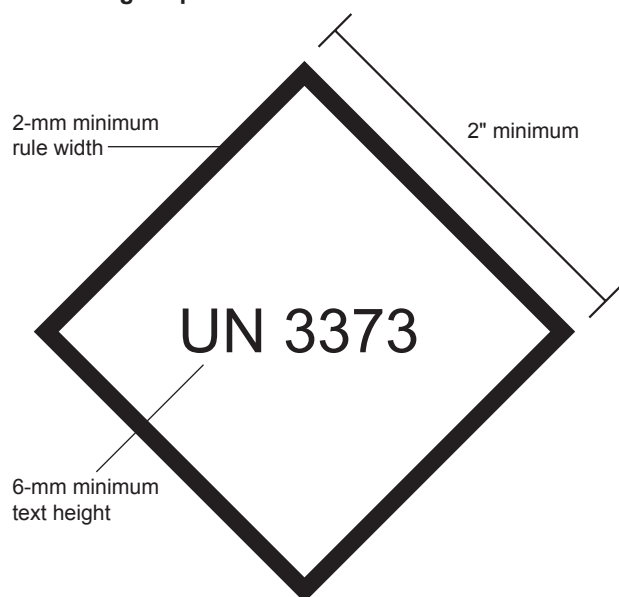
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- d. A rigid packaging of adequate strength for its capacity, mass and intended use.

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 for all shipments and will add expense to the shipping cost. Please refer to the Test Menu for specimen transport temperature and stability information.

QUESTION: What service should I use to ship a specimen?

ANSWER:

- You may ship specimens to MiraVista using our discounted FedEx shipping program. You can access the shipping portal through this link, <https://miravistaclientportal.com/> or through the shipping icon from our home page, www.miravistavets.com.
- For quickest turnaround time consider shipping FedEx Priority Overnight. Specimens can also be sent by FedEx Next Day or UPS Next Day.
- 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.
- Obtain a tracking number from your courier to check on the delivery status of your shipment.
 - 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.
 - Sending directly to MiraVista will yield quickest results.**



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QUESTION: Does MiraVista receive specimens on Saturday?

ANSWER: Yes

- 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. Saturday delivery may include a surcharge charged which will be included in the price quoted by the carrier.
- 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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