FAQ

- Prescription Medications: We do not recommend stopping any prescription medications without the consent of your prescribing physician.
- Shipping: Do not ship your specimen on Thursday, Friday, Saturday, or Sunday. We require you to ship your specimen on Monday, Tuesday, or Wednesday. There will be a \$40 shipping charge for specimens shipped on the wrong day.
 - Shipping on the wrong day may lead to a replacement kit and recollection. This is due to the sensitive nature of the specimen and our laboratory procedure. Our goal is provide the most accurate test available. Shipping on the correct days allows us to do so.
- 3. Tracking Your Shipment: If you wish to track your package, please take a picture of the billable stamp. The billable stamp is adhered to your return FedEx Clinical Lab Pak. You can also record the tracking number for your records. The tracking number is located underneath the barcode on the billable stamp.
- 4. Light: You do not have to collect your specimen in the dark. However, exposure to direct sunlight can effect your test results. Do not leave your specimen in direct sunlight, or expose your specimen to direct sunlight. Collect the specimen in an indoor bathroom, and follow the instructions so your specimen is in the freezer quickly. This will prevent light exposure from effecting your results.
- 5. Under/Over Fill: If you did not fill your specimen to the black line, please inform our team by telephone or email, so we can send replacement tubes. If you filled passed the black line, that is OK as long as your specimen did not spill out of the tube. Do not pour out any excess specimen from the larger tube.
- 6. Specimens with Foam: Foam on the top of the specimen is OK, and it does not count as liquid. If foam is present, fill the specimen container until the liquid reaches the black line. Screw the cap on after filling the specimen to the black line regardless of foam content.
- Freezing: If your specimen does not freeze in 12 hours, please contact our laboratory. Freezer settings can effect this.



Refer all questions and comments to: DHA LABORATORY

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SPECIMEN COLLECTION

COLLECTION, PACKAGING + SHIPPING

Please read ALL instructions before beginning collection! FAQ's listed on back page.

KIT CONTENTS

- Urine collection cup
- Large urine transport tube (contains powder)
- Small urine transport tube
- Biohazard bag
- Two ice packs

- Styrofoam shipper
- Rubber band
- White cardboard box
- FedEx Clinical Lab Pak (with prepaid return airbill)
- Kryptopyrrole Test Kit Form

PRIOR TO COLLECTING

- 1. Do not collect first morning urine specimen.
- 2. Supplements containing vitamins or minerals should be stopped 12 to 24 hours prior to your urine collection. Do not avoid supplements for more than 24 hours.
- **3.** Antibiotics have been known to interfere with testing and create a result that cannot be reported. Antibiotics should be discontinued for 5 days.
- **4.** Do not stop taking prescription medications unless directed by a physician.
- **5.** Kryptopyrrole is light sensitive. If you follow the instructions on the following page, you will protect the specimen from light. For further details, please review #4 under the FAQ's on the back of this instruction packet.
- 6. This specimen should be frozen immediately after collection. THE SPECIMEN IS STABLE FOR 21 DAYS WHEN FROZEN.





COLLECTION INSTRUCTIONS

- 1. Completely fill out the Kryptopyrrole Test Kit Form.
- 2. Write the patient's name on both specimen tubes.
- 3. Urinate into the paper urine collection cup.
- 4. The same urine collection must be used for both tubes. Slowly pour urine into each specimen tube up to at least the black line. If the specimen spills out of the tube, please call DHA Laboratory. If foam occurs, fill until liquid reaches the black line.
- 5. SCREW BOTH CAPS ON TIGHTLY.
- 6. Shake the large tube until the powder dissolves.
- 7. Place both tubes in the plastic biohazard bag. Place them into your freezer until they are frozen solid.
- 8. To insure that your ice packs conform to the styrofoam, place one of the unfrozen ice packs in the bottom of the container, and put this into your freezer. Do not put the lid on until you are ready to ship.
- **9.** Once the urine specimens and ice pack are frozen, take the urine specimens and place them on top of the frozen ice pack.
- **10.** Take the leftover unfrozen ice pack, and GENTLY press the unfrozen pack on top of the frozen urine specimens, so that it can conform to the package size.
- 11. Place this back into your freezer until the top ice pack is frozen. (Do not close your kit in the freezer. Styrofoam should remain open in your freezer)

GENERAL SHIPPING INFORMATION

Prior to Shipping:

- Ship your specimens ONLY on Monday, Tuesday, or Wednesday.
 DO NOT send your specimen Thursday, Friday, Saturday, or Sunday. There will be a \$40 shipping charge for specimens shipped on the wrong day.
- Please take weather delays into consideration before shipping your package. Delivery delays due to inclement weather may result in your specimen not being delivered on time and rejected from testing, and shipping charges are non-refundable.
- Please do not ship your specimen so it arrives on a national holiday or a weekend. DHA is closed on national holidays and weekends.

SHIPPING INSTRUCTIONS

- 1. On the shipping day, put the styrofoam top on the box so that it is tightly closed.
- 2. Secure the styrofoam with the rubber band found on your Fedex shipping bag.
- 3. Slide the styrofoam container inside of the cardboard box.
- **4.** Slide the Kryptopyrrole Test Kit Form under the rubber band securing your styrofoam.
- 5. Close the box.
- 6. Put the cardboard box inside of the FedEx Clinical Lab Pak.
- 7. You can drop your package off at a convenient FedEx location, or FedEx drop box. To locate drop off locations, you can go to www.fedex.com

MAKE SURE YOU ARE SHIPPING BEFORE THE LAST PICK UP OF THE DAY.