



## CUSTOMER & TECHNICAL SERVICE UPDATES

### FREQUENTLY ASKED QUESTION FROM CLIENTS

#### When will I receive my results?

##### ANSWER

- The specimen must be received by 10:30am on the day of test set-up. Otherwise, the report will be delayed until the next available test set-up. This can affect turn-around time by up to 7 days for tests not run frequently.
- Exceptions to 10:30 cutoff:
  - o Histo/Blasto/Crypto Antigen: 4:00pm for Tues-Friday
  - o Crypto Antigen: 2:00pm for Sat

Test	Test set up	Report, typically
Antigen (histo, blasto, crypto)	Mon-Sat	same or next day
Antigen (asper, cocci,)	Mon-Fri	same or next day
Histoplasma IgG and IgM EIA (Human Only)	Mon, Th	same or next day
Coccidioides IgG and IgM EIA (Human Only)	Mon, Th	same or next day
Histoplasma IgG EIA (Feline Only)	Tu, Th	same or next day
Histoplasma IgG EIA (Canine Only)	Wed, Fri	same or next day
Coccidioides IgG EIA (Canine Only)	Wed, Fri	same or next day
Blastomyces IgG EIA (Canine Only)	Wed, Fri	same or next day
Antibody ID (FID)	Tues	Friday
	Friday	Monday
Beta D Glucan (Fungitell)	Mon-Fri	Same or next day

#### How does shipping method affect time to results?

##### ANSWER

**Shipping methods:** shipping methods affect turnaround time.

- We suggest obtaining a tracking number from your courier to ensure delivery of your shipment.
- Effect of different shipping methods.
  - o Overnight: Specimen will be tested in listed turn-around times in chart
  - o 2 Day shipping: Add 2 days to listed turn-around time in chart
  - o Regular mail: Add 3-5 days to listed turn-around time in chart

#### Do you accept Saturday delivery?

##### ANSWER

**Yes!** The specimen must be received by 10:30am on Saturday so ship overnight, Saturday delivery.