

ConcizuTrace[™] Sample Collection

SUPPORT GUIDE

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WELCOME

Randox Laboratories are providing integrated ConcizuTrace[™] service process to healthcare professionals to allow to perform concizumab-mtci plasma concentration measurement.



The Randox ConcizuTrace[™] service solution comprises:

- Randox ConcizuTrace[™] Sample Collection Kit, a kit to provide physicians and healthcare staff with all needed materials for compliant blood sample collection and plasma preparation.
- Randox ConcizuTrace™ ELISA Kit, a kit for laboratories to perform the laboratory analysis.
- Randox ConcizuTrace[™] Portal to access patient test results.
- Logistical support to transport blood samples to the analytical laboratory.

This brochure is a guide for healthcare professionals using the Randox ConcizuTrace™ Sample Collection Kit.



An FDA-authorized test for the measurement of concizumab-mtci concentration in plasma is not currently available.

INTRODUCTION TO RANDOX CONCIZUTRACE[™] SAMPLE COLLECTION KIT

YOUR STEP-BY-STEP GUIDE

Patient blood sample collection, plasma preparation & registration of samples on the Randox ConcizuTrace ™ Portal

The Randox ConcizuTrace[™] Sample Collection Kit is intended for use in the collection and transport of a blood sample, taken by a trained professional. The samples will be transported to a professional laboratory for testing using the Randox ConcizuTrace[™] ELISA.

RANDOX CONCIZUTRACE[™] SAMPLE COLLECTION CONTENTS

- Instructions for use
- Winged butterfly needle with 30cm tubing. For adults use the 21 gauge needle; for adolescents use the 23 gauge needle.*
- One-use tube holder
- Vacuette 3ml No Additive blood collection tube (pre-labelled discard tube)
- Vacuette 2ml sodium citrate tube (3.2% concentration pre-labelled blood collection tube)
- 2x 1.8 ml pre-labelled cryotubes

- 1x disposable quick release tourniquet
- 1x 70% alcohol wipe

RANDOX Construction

- Cotton or Rayon balls
- 1x spot waterproof or fabric bandage
- 1x 1ml transfer pipette
- 1x pre-labelled cryobox with grid for aliquoted samples in cryotubes
- 2x pre-labelled pathoseal bag with absorbent liner
- 2x circular stickers to secure box lid during transportation

Please ensure that expiration dates are checked on the kit before samples are collected. Please do not collect samples in expired containers. If you have expired tubes, please order additional ConcizuTrace[™] Sample Collection Kits through the Randox ConcizuTrace[™] web portal. If the user has access to sample collection kit management, they will be able to do this by selecting 'Order New Kit' button from either the dashboard or the navigation menu. If the user does not have access to this area, the should contact their Super User. *Please be advised that needles are not supplied within catalogue number CZM10597. Please consult the Instructions For Use provided within the kit for the recommended supply of appropriate needles required.

STEP 1 - BLOOD SAMPLE COLLECTION PROTOCOL

Ideally, venepuncture should be performed in a designated, non-carpeted, clinical room, with facilities for hand washing, sharps and clinical waste disposal.

Collect all the equipment necessary for the procedure and place it within safe and easy reach on a tray or trolley, ensuring that all the items are clearly visible. The blood is collected using a winged blood collection set (butterfly needle with attached tubing).

- Choose an appropriate gauge (G) of needle, provided in the kit (for an adult use the 21G needle; for an adolescent use the 23G needle).
- 2. Apply the disposable quick release tourniquet.
- 3. Insert butterfly needle.
- 4. Using the discard tube, collect some blood to ensure all the air in the line has been removed. Note the discard tube does not have to be filled completely.
- Attach the 2ml sodium citrate (3.2% concentration) blood collection tube to the winged butterfly needle and fill completely.

- 6. Once full, remove tube, and mix the tube immediately by gently inverting the tube at least 8 to 10 times.
- Discard the used blood sampling device into a puncture resistant sharps container and treat the puncture site astrained. Dispose the discard tube into appropriate biohazard container (not provided).
- 8. Prior to centrifugation, gently invert the tube back and forth while examining the sample for visible clots. If visible clot seen, recollect the sample.

Please be advised that processing (centrifugation, plasma separation, aliquoting freezing) of the sample should be completed within four hours maximum of blood draw.

STEP 2 - PLASMA PREPERATION

- Promptly centrifuge the sample no more than 4 hours after collection at 1500 to 2000 x g for 15 minutes. RCF (g =1.12 x radius (mm) x RPM/1000)². The cells and plasma should be separated.
- Using the disposable 1ml transfer pipette (included), remove the plasma (from the top) without disturbing the cells to promptly aliquot equal portions of the plasma into the appropriately pre-labelled cryotubes. Do NOT touch or pipette the interface (hazy layer between the cells and plasma).
- 3. Ensure the lids are closed tightly on the cryotubes.
- Dispose of the 2ml sodium citrate (3.2% concentration) blood collection tube in appropriate biohazard waste.
- 5. Freeze both tubes immediately at -20°C or lower is acceptable, in an upright position, in the cryobox until frozen.

- 6. Ship the pre-labelled cryotube with pre-fix -1 (frozen on dry ice) to the selected laboratory at your earliest convenience, ideally the same day that the sample is collected, via the selected courier company. Tube should be placed inside the cryobox, add circular stickers (one either side of lid) to adhere lid to base of cryobox and the cryobox should be sealed airtight in the pathoseal bag for shipment. Please ensure that the pathoseal bag is placed in the dry ice box provided by the selected courier.
- 7. Retain the second pre-labelled cryotube with pre-fix -2 as a backup sample maintained within a -20°C freezer or lower is acceptable. If required, and you need to return backup sample, please use additional packing materials supplied. Please ensure you retain labelled pathoseal bag with absorbent liner for this process.
- 8. If backup sample is not requested/ needed within 2 weeks of collection, we recommend that you dispose of it. Please ensure to observe appropriate biohazard protection.

STEP 3 - RETURNING THE SAMPLE TO THE LABORATORY NETWORK

The selected courier company for this transportation is Marken.

Please be advised that Marken should be contacted at least 24 hours prior to ensure the required appointment slot.

If you do not have freezing capabilities within your site, then courier shall be contacted at least 48 hours before the sample pick-up date, to ensure that dry ice can be delivered to your site to store the samples on prior to pick-up by the courier.

Courier will deliver the samples on dry ice to the Lab in charge of performing the test (based on the HTC location), within the contractual timelines (variable by country).



* Please be advised that freezing is acceptable at -20°C or lower

After the blood sample has been collected, the Randox ConcizuTrace[™] Portal will be updated with the shipment information.

STEP 4 - PACKING SAMPLE TO RETURN TO THE LAB

Marken will add a thin layer of dry ice to the bottom of the Biosystem shipper. A bag with the remaining dry ice will be placed inside the biosystem shipper along with the temperature logger which will have been started by Marken.

Upon collection the driver will arrive at site with the Biosystem shipper to complete the packing of samples / cryobox for return to the laboratory. Please be advised that Marken is responsible for steps 1-7 below.



THE RANDOX CONCIZUTRACE[™] PORTAL

YOUR SIMPLE PROCESS OVERVIEW



THE RANDOX CONCIZUTRACE™ PORTAL 07

NAVIGATION - THE RANDOX CONCIZUTRACE[™] PORTAL-SELF REGISTRATION



Each HTC will have at least one dedicated Super User.

Super Users are provided with the permission to create and invite users to the Randox ConcizuTrace[™] Portal.

If invited by the Super User – you will receive a welcome email that will direct you to register for an account that will be pending until the Super User creates the account.

Alternatively, the Super User can create an account directly – you will then receive a welcome email inviting you to set up your password for the account.

NAVIGATION – THE RANDOX CONCIZUTRACE[™] PORTAL

Upon successful login, you will enter the main dashboard of the Randox ConcizuTrace[™] Portal.

Along the top of the dashboard, you will observe a summary of all test orders at each stage of the process – these also provide access to stage-specific screens.

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The Navigation Menu can be found on the left side of the screen. This provides a simple menu system focused around the status of test orders.



Selecting the Resource Hub will open a new tab where you can access additional training materials.

Selecting the logout button will return you to the login screen.

RAND®X log in

NAVIGATION- THE RANDOX CONCIZUTRACE™ PORTAL ORDERING SAMPLE COLLECTION KITS



Order New Kit	
Complete the form below to order new collection kits.	
Sample collection kit quantity The minimum kit order for this account has been set to 2 sa	imple collection kits.
Kit Quantity *	
2	*
Stock delivery address	
nstitution Name Randox Treatment Centre	
Address line 1*	Address line 2
30 Randalstown Road	Enter address line 2
Address line 3	Town or City *
Enter address line 3	Antrim
Enter address line 3 Postal or Zip Code *	Antrim Country *

Contact Nome
Contact Lifephone Number *
Inter contact Lifephone Number *
Contact Mobile Number
Contact Mobile



In the kit stock management area, users can view the number of sample collection kits they have in stock, how many have expired, how many have been requested and how many have been dispatched.

You can also select the "Order New Kit" button from the dashboard or the navigation menu to order new kits.

Selecting "Order New Kit" will open the pop-up window requesting the number of kits required, delivery details and any delivery instructions that are required.

Once all mandatory fields have been completed, select "Order Now".

Once the order has been placed, it will update the number of kits that have been requested.

You will also receive an email notification alerting you of the order being placed successfully.

NAVIGATION- THE RANDOX CONCIZUTRACE™ PORTAL ORDERING SAMPLE COLLECTION KITS

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Once the order has been dispatched, the portal will update to reflect this.

Within the portal the user will be able to see the kit numbers, their expiry date, Order ID, order date and the kit status, including order placed, kit dispatched, and in stock. Once the kits are received, the user should navigate to the kit number of interest, select "view", followed by "Confirmed delivered".

RANDOX	<	Sample Coll	ection k	(it Mo	anagement		John Smiths
Dashboard		On this screen you can ma	nage sample col	ection kit	stock levels.		
Sample Collection Kit Management	^	Total Kits in Stock	Kits Ordered				
Order New Kit		2 🔳	0	G			
Total Kits in Stock 2		Not expired 2	Requested	0			
Kits Ordered		Expired 0	Dispatched	0			
Disposed Kits							
Test Orders	~	Please note that reserved k	its will be used to	r Test Ord	ers which are now awaiting blood sample collection.		+ Order New Kit
Results	~	Total Kits in Stock					
Cancelled Orders		KIT NO	Kit Nome		Kit Expiry Date	Kit Stotus	
2 Users	~	NNRX000051	Collection		🔃 30-Jun-2025	In Stock	View
Manage Institution Details		NNRX000052	Collection		() 30-Jun-2025	In Stock	View
? support						Items per page 10 👻	1-2012
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Once the user has confirmed delivery, this will reflect under "Total Kits in Stock".

Selecting to "view" a specific kit, the user will be able to select "dispose of kit". This should be performed if the kit has expired or if there are any issues with the kit preventing its usage.

Any issues with sample collection kits should be reported to Randox Technical Support at concizutrace.support@randox.com.

NAVIGATION – THE RANDOX CONCIZUTRACE[™] PORTAL CREATING A TEST ORDER



Are you ready to condition the samples have not been collected	duct the blood sample co yet, you can return later to complete the rest of	bliection?	
Patient Information			
Patient Nome John Smith	Biological Sex Male	Date Of Bith 05-rec-1986 (38 years)	
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To begin creating a new test order, you can select the "Create New Test Order" button from either the Dashboard or under the "Test Orders" section in the navigation menu.

All mandatory fields marked with an * must be completed.

Upon entering the date of birth, the age of the patient should automatically populate.

The Order Test field will automatically populate with the concizumab.

Prior to conducting blood sample collection if you do not have -20 degree storage, contact Marken to arrange a dry ice shipment.

Once all mandatory fields are completed, click the "Continue" button to progress. If "Continue" is selected a pop up will appear asking if the user is ready to conduct the blood sample collection.

If "No, complete later" is selected, the order will be saved, the Order Number assigned and will be placed in the "Awaiting Blood Sample Collection" Section.

If "Yes, continue" is selected, the order will be saved, the Order Number assigned and the user interface will progress to the next step, "Blood Sample Collection".

All mandatory fields marked with an * must be completed.

Details including the Collection Date and Collection Time and the Aliquot Tube Barcodes are mandatory fields.

Samples must have been collected on the same day or within the previous three days.

The same barcode cannot be entered for both tubes.

Barcode needs to be in the correct format of NNRXxxxxx-1/2

NAVIGATION – THE RANDOX CONCIZUTRACE[™] PORTAL CREATING A TEST ORDER

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The user interface should contain all entered patient information, collection information and sample tube information.

If "Continue Order" is selected, the user will be prompted with the final confirmation acknowledgement.

If "Yes, continue" is selected, the user interface will progress.

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The user interface will display a test order summary containing the entered information.

The user will be prompted to download the test order form for printing – This is an essential requirement and needs to be included in the shipper box when sending the sample to the lab and therefore should be downloaded and printed.

You can select the "How it works" section for further guidance on how to schedule the courier via the portal or manually.

NAVIGATION - THE RANDOX CONCIZUTRACE™ PORTAL SCHEDULING THE COURIER TO RETURN YOUR SAMPLES TO THE LABORATORY NETWORK - VIA THE PORTAL

Cashboard	Come back, here is	d the navigation r pop-up.
Sample Collection Kit Management	 Awaiting Blood Sample Collection 	From here, it in
Test Orders	^ O @	schedule the sa portal and ma
waiting blood sample collectio	n	relevant forms.
Awaiting courier pickup 🔢	Awaiting Blood Sa	impl
Courier collected	Test Order Number	Tests
low to schedule courier	How to Schedule Courier	
Results	Outlined before is the process for scheduling a courser pick-up How it works	p of your somples.
Cancelled Orders	Follow the steps below to schedule a courier pick-up. You can schedule courier pick-up online	s also use the "Schedule pick: up'feature to autofill the forms and notify Marken of your pick: up request
S Users	Step 1	
	Click the Schedule courier button below or from the I locations	test order summary page. The summary page of your test order(s) can be found at any of the following
Manage Institution Details	 Blood Sample Collection 	
Manage Institution Details Support	theat tarryle Collection traditive Courter Mick-up top 2 beloc the order(s), enter the address (if different fro	m your celleuit institution address) and specify your preferred date and time for pict-up.
 Manage Institution Details Support Resource Hub 	televal service is officialize tanget or provide information (include) tange 2 solution that order that address (if different is defined that may account for your boots that 3	m your calkul kinaliulari addiese) and specify your preferred date and time for plat-up. In nater addition your preference faith-

Selecting "How to schedule courier" from the navigation menu will appear below the pop-up.

From here, it instructs the user on how to schedule the sample pick-up online via the portal and manually by downloading the relevant forms.

	X		der ur tost onter detaits.	(attra trailing)
Bample Collection Kt Management Test Onders Create revolues test order	*	Order Status - Await Test Order Details	ing Courier Pick-up	NN-R01-0000010
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How to echeclule courier	×	Bologicol Sex Mille	Date Of Bern DI-Feb-2001 (23 years)	Carego contactor
Cancelled Orders	×	John Smiths	Romow Treatment Centre	Download your Test Order Form and Marken Courier Forms
Manage Institution Details				Heave note any samples provided without a Test Order Form will be rejected. Please download, print and sign the forms.
Resource Hub Resource Hub				Enventional herd Dater Items

To begin to schedule the courier, click the scheduled courier button from the test order summary page of interest.

elect test	orders for courter pick-u	р <i>а</i> и,	-RDK-00000010			^
Select	test orders					
Selectu	p to 6 tost orders to be	picked-up by the course	r.			
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Country of	ck-up coin and hma					~

Select the test order(s) of interest from your list of orders that are awaiting courier pick-up.

Once the correct samples are selected, click continue to proceed to the pick-up address.

NAVIGATION - THE RANDOX CONCIZUTRACE[™] PORTAL SCHEDULING THE COURIER TO RETURN YOUR SAMPLES TO THE LABORATORY NETWORK- VIA THE PORTAL

chedule a Courier			
ease complete the steps below to schedule a courier.	pick-up		
select test orders for coarker pick-up	#NPR-10-00002102		
Courier pick-up-oddl ess	Hendex Trootment Compa, 80 handa sto	on lood, Anthri, BT41.4%	-
Courier pick-up address			
Institution Name Randox Treatment Centre		Institution Code ROI	
Address Line 1		Address Line 2	
30 Durshifelawe Doed			
Town or City		Powhal or Zip Code	
Ar thim		1948 A.L	
Country		Contact Norma	
UK.		NIXE Decige	
Contact Ernall Address		Contact Telephone Number	
Note George Kilghourinok.com		0219442243	
Courier pick-up special instructions			
Reose include any special indiractions such as build	ing code or which door to use here.		
Special Delivery Instructions			

The pick-up address will be pre-populated based on the address of the HTC. These details can be altered as necessary.

Any special instructions can also be stipulated at the bottom of this page as necessary. Once completed, select continue to move to the pickup time.

Schedule a Courier lease complete the steps below to schedul	ie a courier pick-up.		
Select test orders for courier pick-up	#NN-R01-00000102		~
Courier pick-up address	Randox Treatment Centre, 3	0 Randalstown Road, Antrim, 874) 4FL	~
Courier pick-up date and time			^
The earliest available pick-up date and t Pieces note that your pick-up time may o Pick-up Date	ime for your location is 28-Jun-202 occur up to 2 hours before or after y	4 at 01:00. our selected preferred time. Preferred Pick-up Time	
The earliest available pick-up date and t Piease note that your pick-up time may o Pick-up Date 28 Jun 2024	ime for your location is 28-Jun-202 occur up to 2 hours before or after y	4 of 0100. our selected preferred time. Preferred Pick-up Time	•
The earliest available pick-up date and 1 Receive note that your pick-up time may o Pick-up Date 28 Jun 2024	ime for your location is 28-Jun-202 occur up to 2 hours before or ofter y	4 of 0100. our selected preferred time. Preferred Rick-up Time	•]

Courier pick-up information	on	
Pick-up Date 26-Jun-2024	Preferred Pick-up Time 02:00	Pick-up Address Randox Treatment Centre 30 Randalstown Road 8T41 4FL
ease note that your pick-up time :	may occur up to 2 hours before or after your selected pref	erred time.
Download, fill-out/complete	a, print and include the forms for your courier pick-u	p.
many pate that much last again	of include the Test Coder from the semanter without a Test	Carlos Form will be enjanted by the lab

Finally, request the preferred sample pickup date and pick-up time.

Please note that your pick-up time may occur up to 2 hours before or after your selected preferred time.

Upon completion, you will be prompted to download all the associated forms for inclusion with the sample shipment.

These forms are the Sample Shipping Booking Form, the Proforma Invoice and the Packing List. This is a requirement and therefore all three forms must be downloaded.

The specific test order form(s) must also be included with the sample shipment.

Doubleard	On this page you can a	Di Clei order details.	
Sample Collection Kit Monogement	Crder Status - Av	valting Courier Pick-up	NN-R01-0000010
Test Orders	· ·		
reate new test order	Test Order Details		
vailing blood sample callection			
valting courier pickup	Potient Nome John Smith	Potent ID	Courier Pick-up Scheduled
a state and a state of			This sample has been scheduled for pick-up.
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support			Form and Marken Courier
Resource Hub			Porms Please note any sorroles provided without a
+ Logout			Test Order Form will be rejected. Please dewnload, print and sign the forms.
			Download Test Order Form
			Download Courter Forms

Upon completion, Marken will confirm the exact date and time of collection which will be reflected in the test order summary as highlighted.

From here you will also have the options of rescheduling the courier or cancelling the collection if necessary.

SCHEDULING THE COURIER TO RETURN YOUR SAMPLES 15

NAVIGATION – THE RANDOX CONCIZUTRACE[™] PORTAL SAMPLE BOOKING FORM



The Sample Shipping Booking form, Proforma Invoice and Packing List, are easy-to-complete PDF documents that are required by Marken for scheduling the pick-up and shipping the sample.

Many of the details will be autopopulated once downloaded

Complete the Sample Shipping Booking form, print and sign.



Complete the Proforma Invoice form, print and sign.

The document reference number refers to the specific test order number specific to your sample that was generated when creating the order.

Failure to include within the shipment could prevent successful sample delivery.

16 SAMPLE BOOKING FORM

NAVIGATION – THE RANDOX CONCIZUTRACE[™] PORTAL PACKING LIST

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SHIPPER: Ma	nne and address of heads at almo in Shikimat de s	i inalitetion surellag sempical uti-pt werte in fals tillers)			
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				DELIVERED BY:	MARKEN
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Signed by Significant				RANDOX 55 Dian Co. A ECOR	LABORATORIES LTD. ond Road, Crumlin, intrin, 8T29 4QY itted Kingdom (115) 4872 08,000
				CONT	

Complete the packing list form, print and sign

The document reference number refers to the specific test order number specific to your sample that was generated when creating the order.

Failure to include within the shipment could prevent successful delivery



The Test Order Form is generated when the order is created for each sample in the portal.

This can be downloaded as a PDF document from the 'Create New Test Order' section of the portal, once the order has been created.

This should be printed and included in the clear pouch on the front of the Marken Shipper Box.

NAVIGATION – THE RANDOX CONCIZUTRACE[™] PORTAL SAMPLE SHIPPING BOOKING FORM

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Once the courier has collected the sample(s), it will be moved along within the portal to the "Courier Collected" status.

Once received by the lab, the sample will move to the "Awaiting Results" status.

Navigating to view the test order will allow the user to locate the specific Marken tracking number.

NAVIGATION - THE RANDOX CONCIZUTRACE™ PORTAL COLLECTING RESULTS



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To download a completed report proceed to "Available Reports" under the "Results" tab. Select the sample of interest and proceed to download or view the report.

HTC TECHNICAL SUPPORT

E: concizutrace.support@randox.com T: 213-533-9249

SAMPLE COLLECTION KIT, RETURN OF SAMPLE & TRACKING SAMPLE

Providing as much detail as possible about the issue.

Technical Support will respond within 24 hours with the initial advice/resolution. Compliant/enquiry will be logged and reference number will be provided by e-mail which can be used in further communication, if matter is ongoing. Technical Support will maintain regular communication with customer until matter is resolved.

KIT ORDERING

HTC/Lab wishes to place an order for Kits. New test orders can be created by selecting "Order New Kit" within the Randox ConcizuTrace portal. Here you can provide details of the number of kits required, delivery details and any delivery instructions. Having selected "Order Now", the order will be placed and the portal will update to reflect the number of kits requested. An email notification will also be sent to the user. Once the order has been dispatched, the portal will update to reflect this under "Kits Ordered".

RANDOX PORTAL

Email concizutrace.support@randox.com, providing as much detail as possible about the issue. Technical Support will respond within 24 hours with the initial advice/resolution. Compliant/enquiry will be logged and reference number will be provided by e-mail which can be used in further communication, if matter is ongoing. Technical Support will maintain regular communication with customer until matter is resolved.

TECHNICAL SUPPORT 20

Sample Collection & Plasma Preparation

What patient identifiers are used?

• Three specific identifiers will be used to register patient samples : a unique sample number (pre-barcoded sampling and transfer tubes), patient date of birth and patient biological sex.

What is the maximum processing time allowed for the blood sample taken?

• Processing (centrifugation, plasma separation, aliquoting freezing) of the sample should be completed within four hours maximum of blood draw.

Who is responsible for packaging upon sample collection?

• It is expected that the HCP in charge of blood collection will package the samples, as directed per the sample collection kit instructions for use (IFU). The aliquot packed in its dedicated, pre-labelled pathoseal bag will be kept at - 20°C or lower temperature prior to collection by Marken. Marken will then complete the packaging of the sample for return to the laboratory.

What laboratory steps (e.g. centrifugation) are needed after blood withdrawal?

• In short: after blood sample collection, the sample must be centrifuged at 1500 to 2000 x G for 15 minutes to achieve plasma separation. Aliquoted plasma samples must then be frozen and stored within a -20°C or lower temperature freezer, in an upright position, in the cryobox provided.

Scenarios for failure of some kit components

• Please use an additional kit if any of the kit components are opened, tampered with or if the kits contents have expired.

Returning Samples to Laboratory Network Group

Where do you need to send the blood samples taken to?

• Pre-organized sample logistics is arranged with the selected courier service provider (Marken), who will transport the sample to the analytical laboratory.

How do I arrange for samples to be collected?

• Navigate to the "How to Schedule Courier" section of the portal. From here you will be provided with instructions on how to schedule the sample pick-up online via the portal or manually by downloading the relevant forms.

What if I don't have freezing capabilities ?

• Logistics provider/courier (Marken) will provide dry ice for shipment. If needed dry ice can be requested for short term storage if there is no freezer capability. Dry ice will not be supplied for long-term (back-up) sample storage at HTC.

Who is responsible for the dry ice onsite and during shipment?

• Logistics provider (Marken) will provide dry ice for shipment, but not for sample storage at HTC.

Kit Ordering, Distribution & Inventory Management

How many kits will I be expected to receive?

• You will receive 2 kits within a delivery.

How will I be able to monitor stock levels?

• Within the portal, users with access to the "Sample Collection Kit Management" section of the portal, will be able to see the kit numbers, their expiry date, order ID, order date and kit status. As a kit approaches expiry, a notification will be sent to the user. Once a kit has been used for sample collection, it will automatically be moved to the kit disposed area. This can also be performed manually.

Who replenishes stock?

• Randox will replenish stocks based on orders received from the HTC.

Randox Portal

How do I register a sample on the Randox Portal?

• Users with the Full Access role will be able to register a sample via a "Create New Test Order" option. This allows the user to enter the necessary data in a simple step by step process. Data will include basic patient information alongside sample collection information.

How do I access results on the Randox Portal?

• Users will be provided with a unique URL for the portal according to their location. Logging into the portal will be via the user's registered email address, password and an additional 2FA (2 factor authentication) code emailed to their registered email address. The user will be able to view all their orders including the testing laboratory's result PDF document for completed orders.

How long is data retained on the Randox Portal?

• The original order and related non patient information will be retained indefinitely however patient PII (Personally Identifiable Information) and PHI (Protected Health Information) will be removed 30 days after order date where a results report has been downloaded or after 60 days regardless of results report download.

Will I get a reminder that results are available on the Randox Portal?

• Yes when the testing laboratory uploads a result PDF document onto the sample order the system will send a notification via the portal and also an email to the user's registered email address.

Can patient results be exported from the Randox Portal?

• Yes the result PDF document, uploaded by the testing laboratory, can be exported / downloaded by a user with the Full Access role to their local / clinic folder. From there this file can be imported to an appropriate patient system.

What is the turnaround time from blood sample collection by courier until the results are available?

• Guaranteed turn-around time is 10 working days, regardless of geographical location.

RANDOX CUSTOMER SUPPORT CONTACT DETAILS

For support please contact

- Email: concizutrace.support@randox.com
- Call: 213-533-9249



