

## **Frequently Asked Questions: HEMOLIFE and SENDING BLOOD SAMPLES**

- 1. Why should I send my blood sample for thyroid testing to Hemolife?**
  - ❖ *Hemolife uses the latest "green" technology, staffed with quality conscious lab personnel dedicated to accuracy & patented analysis of results coupled with the recommendations and comments from Dr. W Jean Dodds.*
  
- 2. Can my veterinarian draw the blood and send it to Hemolife?**
  - ❖ *Yes ! Hemolife will NOT replace your veterinarians -- we encourage you to work with your vets and have them send the blood samples to us for testing.*
  
- 3. Can I have the blood drawn by a local vet and send the blood directly to Hemolife myself ?**
  - ❖ *Yes ! You may also do it this way.*
  
- 4. What kind of samples should I send and how much volume?**
  - ❖ *It depends on the tests. Most common tests like Thyroid 5 Profile require at least 0.6 mL of serum. The Profile 7200 panel needs at least 2/3 full LTT (EDTA) for CBC + 1.0 mL separated serum for Chemistry and Thyroid 5 Profile. For details, see the Test Request Form link at subheading Hemolife Diagnostics at [www.hemopet.org](http://www.hemopet.org).*
  
- 5. How should I pack blood samples coming from within or outside the US?**
  - ❖ *Make sure the tube caps are tight ! Be sure pet name is written on the tube. Place each tube in a specimen or ziplock bag (in case it breaks in transit we can still recover viable samples). Make sure the bag is tightly closed as well. Wrap it with some bubble wrap or crumpled newspaper to act as a cushion. Place in a small box and mail it to us. You can also order a mailing pack from us.*
  
- 6. Should I put a cold pack?**
  - ❖ *Not necessary but it may help during very hot weather.*
  
- 7. How long does it take to run the tests?**
  - ❖ *Most common tests (Thyroid Profile, CBC and Chemistries, Vaccine Titers and HW) are done the same day the samples are received. Other special tests may take longer.*
  
- 8. How long does it take to get the results?**
  - ❖ *Most common tests (Thyroid Profile, CBC and Chemistries, Vaccine Titers and HW) results are completed in 24 hrs. Other special tests may take longer. Please remember that Dr. Jean Dodds will look at each report to give her interpretation and comments, so sometimes it may be up to 48 hrs after we have received the samples. If the samples arrive on a Friday or Saturday- reports will be ready Sunday night or Monday afternoon, as Dr. Dodds observes the Jewish Sabbath.*
  
- 9. Will the result be sent to the vet only? Or can I get a copy?**
  - ❖ *You will get a copy if you provide a fax # or e-mail address (write legibly, please) on the TRF and you can request us to send copies to others, but you need to indicate so on the TRF.*

**10. How do I pay?**

- ❖ *You can send a check with the sample, or pay by credit card. If you don't want to write your credit card number on the TRF, you may call us at 1-714-891-2022 or fax us the information at our dedicated lines , 1-714-891-2123 or 1-714-891-2133 ( for international dial 001, then 714...)*

**11. How do I contact the lab?**

- ❖ *You may call us at 1-714-891-2022 and leave a message in our general mailbox and someone will return your call the same day, or e-mail us at [hemopet@hotmail.com](mailto:hemopet@hotmail.com) or [ferdie@hemopet.org](mailto:ferdie@hemopet.org).*

**12. How to I ask Dr. Dodds if I have a question about the results?**

- ❖ *At NO additional charge, IF you have follow up questions after receiving your reports, you can call us at 1-714-891-2022 and leave a message in our general mailbox and your call will be forwarded to Dr. Dodds, or e-mail us at [hemopet@hotmail.com](mailto:hemopet@hotmail.com).*

**13. Is Hemopet open on weekends?**

- ❖ *The lab is open Monday to Saturdays only and is closed during major US and traditional federal holidays.*

**14. Should I send the samples by overnight service?**

- ❖ *The regular 2-day USPS is adequate.*

**15. Will all the reports be completed at the same time?**

- ❖ *NO, some will take longer, depending on the tests but this will be noted on your reports.*