

Working Effectively with Chatham Lab

HIV EIS OraSure test kits are both shipped from - and processed by - Chatham Lab.

OraSure Shipments:

1. OraSure test kits arrive in boxes of 50 and 100 and come with pre-paid DHL shipping forms. When they arrive, check the expiration date: they generally have a shelf-life of 18 months. Any time you have testing supplies that are within 2 months of expiration, call Marie Sutton immediately: 404.874.4040.
2. On the DHL shipping form, all you need to enter is the name and address of your CSB or opioid treatment facility. Note: the lab receives numerous shipments with inconsistent or mysterious site names. Please confirm with the lab the site name you are to use.
3. Please do not check the box that indicates delivery. Please do not call DHL for a Saturday pick-up
4. Before mailing the specimen, go to the Chatham Lab website where you already go to learn test results and enter an order for each specimen. You'll find a ClinLab Web User Guide explaining exactly how at www.hiveis.com on the For New Counselors under OraSure.

Five Most Common Errors:

1. Mis-labeled specimens
2. Un-labeled specimens – these must be discarded.
3. Illegible labels on specimens – these must be discarded.
4. Placing the label *around* the specimen rather than along the length of the specimen tube.
5. Checking the **OraQuick Confirmation** line on the ORASURE HIV TESTING Lab requisition. This line is only for specimens submitted to confirm a reactive or preliminary positive rapid HIV test result.

Labeling OraSure Specimens

1. When labeling OraSure collection tubes, please write the consumer name lengthwise on the crack- and-peel bubble sheet label.
2. Place the label lengthwise on the tube.
3. If you use patient name stickers on the tube, please cut them down to fit.
4. Stickers should not cover either end of the tube.

Contact the Lab...

1. If your site is going to start doing rapid HIV testing, be sure to call the lab to let them know.
2. Whenever someone new needs access to online HIV test results, the lab needs to know.
3. If your full site name is too long to use on labels and paperwork, the lab will provide you with an abbreviation. Please don't create your own abbreviation as the very same abbreviation may already be in use at Chatham. You don't want your test results being given to the wrong site.

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