



Genetic Diagnostic Area
Tel.: +34 91 804 66 01
+34 91 804 49 05
www.secugen.es
Madrid - España

GENETIC DIAGNOSTIC TEST REQUEST

In order to provide you with a personalized, easy and quick service of genetic diagnostic, **Secugen** works with an application for samples management that guarantees total traceability.

OPERATIONAL PROCEDURE

Below are described the steps and procedure to follow for service request and sample analysis.

1. [Material request](#)
2. [Analysis request](#)
3. [Payment agreement](#)
4. [Sample shipment](#)
5. [Report delivery](#)

***Important Note:** **Secugen** assumes that when a customer request a service from **Secugen**, he/she has previously **read the operational procedure guide and agrees with the terms and conditions of the service** that are detailed in our website. If you have any question, please do not hesitate to contact us, we will be pleased to attend you.

1. MATERIAL REQUEST

- **From Spain**

- You can request us, by telephone or e-mail, the necessary materials for sample shipment. In this case, we will send you for each sample:
 - 1 Vacutainer tube with EDTA (blood sample) or Oragene kit (saliva sample) for sample collection.
 - 1 Request form
 - 3 identical barcode labels that guarantee the sample traceability
 - Outer packaging suitable for the transport.
- You can send us the sample in your own material. In this case, when we receive your sample it will be labeled to ensure the traceability of the process.

- **From other countries**

You have to send us the sample with your own materials. It is advisable to send purified DNA. If you are sending saliva we recommend the use of Oragene kit.

2. ANALYSIS REQUEST

Once you have received the necessary materials for sample shipment from **Secugen** or if you will use your own materials, you can proceed to prepare the sample.



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2.1. SAMPLE PREPARATION

- Blood samples: Extract the sample in the Vacutainer tube with EDTA.
- DNA samples: You should send a tube with a volume of approximately 100 µl with a minimum concentration of 50 ng/µl
- Saliva samples: Please follow the manufacturer's recommendations. We recommend use the Oragene kit.

***Important Note:** For any other type of biological sample please contact us.

2.2. REQUEST FORM

You should complete the request form with **legible uppercase characters**.

2.3. USING THE BARCODE LABELS

Three identical barcode labels for each sample have been sent, please

1. Stick one label to the tube that contains the sample.
2. Make a copy of the request form.
3. Attach the second label in the space available for it in the **Request Form. Secugen copy**.
4. Attach the third label in the space available for it in the copy of the **Request Form. Doctor copy**.

If you are using your own material and you do not have **Secugen** barcode labels, please, label the tube that contains the sample and the request form with your own code.

***Important Note Secugen** assumes that the doctor has the informed consents of the patient.

***Important Note:** Before ordering your genetic diagnostic, please contact us and we will send you a personalized quote.

3. PAYMENT AGREEMENT

- **Spain**

It is mandatory that you send us a **Payment Agreement**. This document should be signed by an authorized person as compromise that the Center will pay to **Secugen** the cost of the analysis. In case the test is going to be paid by the patient or any relative, a payment in advance is required.

***Important Note** The analysis will be started when the **Payment Agreement** or the transfer payment is received in **Secugen**.

- **Other countries**

Advance payment is required.



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4. SAMPLE SHIPMENT

You should introduce the **Request Form**, the **sample** and the **Payment Agreement** in the outer packaging.

- **Samples from Spain**

Contact with Nacex courier (**Telephone: + 34 91 459 33 99**) for sample pickup, giving the **Secugen** code (**2854/1762**).

Secugen S.L.
Medea 4, 3ºC
28037 Madrid
SPAIN
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- **Samples from other countries**

Send the sample to the address above. (You must pay all the costs of the shipment, including customs fees)

5. REPORT DELIVERY

After the correct sample reception, we start with the analysis and within a period of approximately 4 weeks (in most cases), we will send you the report by post or email.

PRICES

We offer many possibilities of genetic diagnostic, for this reason the type of analysis and its price will be studied case by case in order to properly adjust to the needs of each client.

Do not hesitate to contact us to discuss your case. We will provide you a personalized quote.

CUSTOMER SUPPORT

Customer satisfaction is our priority. Contact us for technical support, quotation or any other information that you need. We have a long and solid experience in diagnostics. Our staff will help you to find the best strategy to fulfill your particular needs.