



BIO HEALTHCARE

HUB™

PREDICT PREVENT PROTECT



How to use guide

Getting prepared to take
your blood sample

How to create blood
drop samples

Activating & posting
your sample



Scan the QR code with your
mobile phone camera and see the
How to do blood test at home video



Save time



Secure



Confidential



Trusted

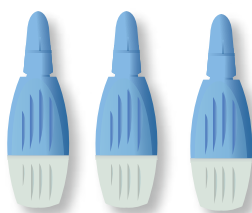
For more help email us helpme@customercare.expert
or visit www.biohealthcarehub.com

Step 1 - Getting prepared to take your blood sample

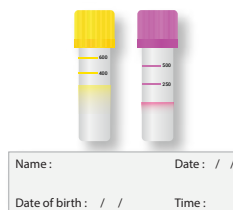
What is in your Blood Drop delivery and laying out everything you need before you start



Alcohol swab



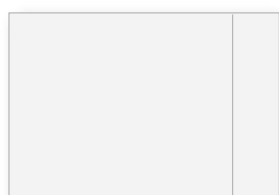
Lancet designs may vary



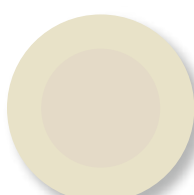
Blood drop collection tubes & label



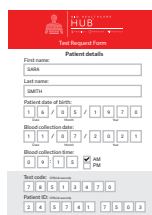
Blood collection tube holding case



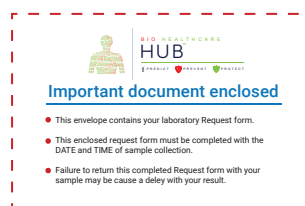
Padded envelope



Plasters



Blood test request card



Freepost sample return packaging

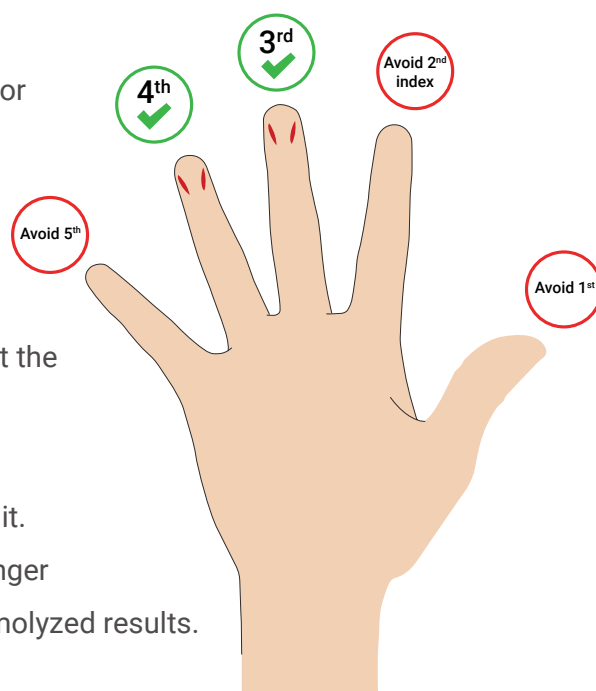
The best time to take a sample is in the morning so that it can be posted fresh and reach us the next day. Ideal days are Monday to Thursday.

Step 2 - How to create Blood Drop samples to fill the collection tubes

2A - Select your finger & increase the blood flow to your finger

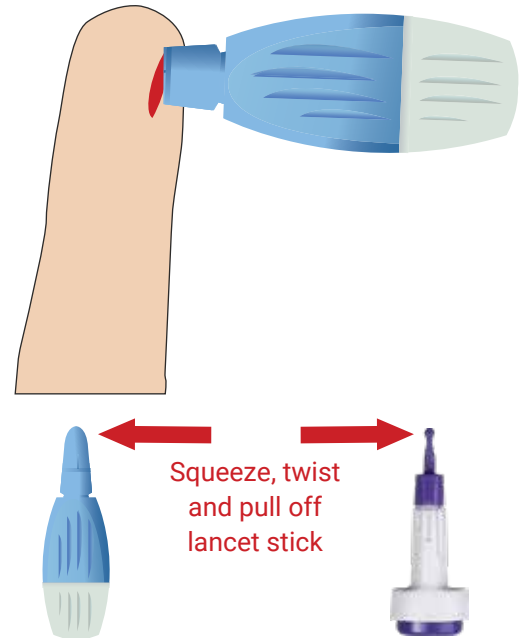
Try to select the non-dominant arm since this will have fewer calluses. Select the correct position and finger for the test.

- Warming your hand by placing it under warm running water.
- Try taking your blood sample after you have had a bath, shower or after you have exercised.
- Please remain standing when taking blood sample and then pump your fists to increase blood flow while standing.
- Select your finger - Try to avoid selecting a finger or an area on your finger that has thick skin or any calluses as this can prevent the lancet sufficiently piercing the skin.
- Massage your finger tip 5-6 times gently to warm the finger.
- Once you have selected the finger use the alcohol wipe to clean it.
- Then dry your finger with a clean tissue, If you do not dry your finger then alcohol will damage your blood sample and may cause hemolyzed results.



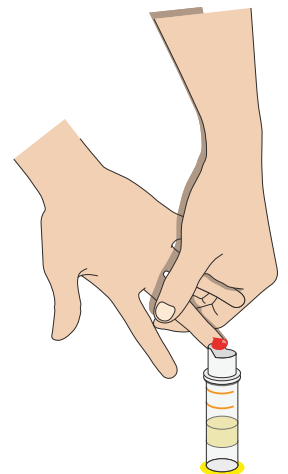
2B - Using the lancets (Lancet designs may vary)

- Twist the stick off the first lancet, you won't see a needle.
- Hold the lancet tip firmly against the side of your chosen finger and press the button on the top of the lancet. The tip of a new needle is sharp and precisely formed to ensure gentle lancing, but the tip can become dull or bent if used more than once.
- Wipe away the first drop of blood as this can become contaminated with alcohol wipe and affect the results.
- Using the second blood drop produces more reliable values.
- We strongly recommend the use of a new, sterile lancet every time you carry out a blood test.



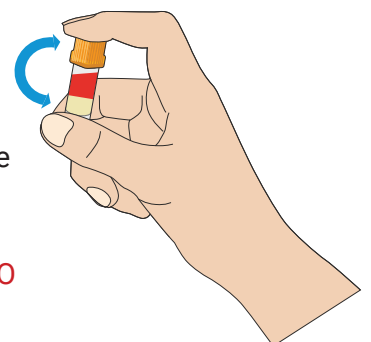
2C - Filling the blood collection tubes

- Make sure you are standing, massage your arm from shoulder to your hand so that your blood flows towards your hand. Let the blood drops flow into the tube from the top of your finger.
- If your blood stops flowing, massage your arm from shoulder down to your hand in a downward direction a few times and gently squeeze your finger for more blood drops. Excessive massaging or squeezing of the puncture site should be avoided in order to prevent unreliable readings. If you are still having problems then simply use a new lancet to prick another cleaned and dried finger.
- Fill each tube to the upper line mark on the side of the tube - do not under or overfill.
- **DO NOT SCRAPE YOUR FINGER ON THE TUBES** - This will cause your blood cells to burst and show a Hemolyzed results.
- **INSUFFICIENT BLOOD DROPS** - The usual cause for this is if the blood bottle is under-filled. If the amount of blood taken is too small then the lab will struggle to produce enough plasma to create a sufficient blood results from it. This will lead to your results showing as NO SAMPLE / NOT DETECTED blood test results.



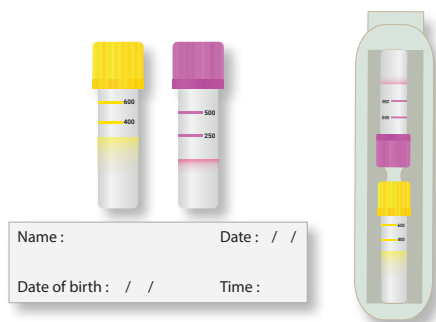
2D - Invert and secure the collection tubes

- Push the cap firmly on top of each tube until you hear a click, remembering to place the correct cap on each one.
- Invert the tube 10 times anti-clockwise at a 180° angle to mix the blood with the anticoagulant in the blood collection tube.
- **IF YOU DO NOT INVERT THE TUBE THIS MAY CAUSE YOUR BLOOD SAMPLE TO CLOT RESULTING IN YOUR SAMPLE RESULTS SHOWING AS "BLOOD CLOT".**
- Apply the plasters provided.



Step 3 - Sending us your Blood drop sample

3A - Label your blood sample



- Complete Your Full Name, Date, Date Of Birth and Time on the label provided and stick it around the collection tube (one label per tube) as shown.

WE WILL NOT BE ABLE TO PROCESS UNLABELED SAMPLES

- Place the collection tubes back into their protective packaging.

3B - Enclose lab request card

Test Request Form

Patient details

First name: SARA

Last name: SMITH

Patient date of birth: 1 / 4 / 0 5 / 1 9 7 0

Blood collection date: 1 / 1 / 0 7 / 2 0 2 1

Blood collection time: 0 9 1 5 AM PM

Test code: 0000000000

Patient ID: 0000000000

Important document enclosed

• This envelope contains your laboratory Request form.

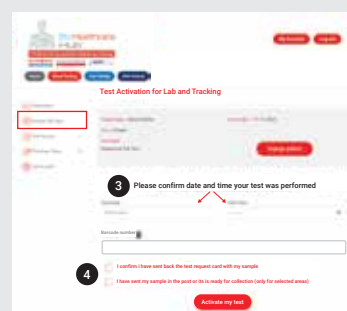
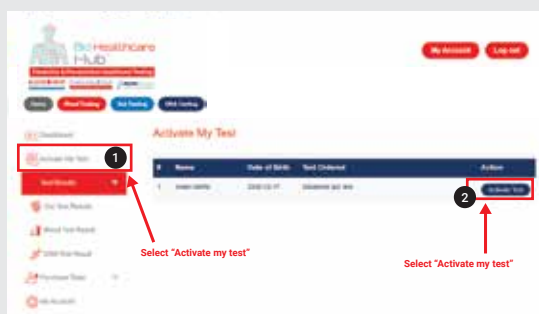
• This enclosed request form must be completed with the DATE and TIME of sample collection.

• Failure to return this completed Request form with your sample may cause a delay with your result.

- Fill in front part of the blood test request card
- Place the sample and test request card in the sample return envelope and place both in the laboratory return package.

IMPORTANT – IF THIS CARD IS NOT FILLED AND SENT THE LAB WILL NOT BE ABLE TO PROCESS YOUR SAMPLE.

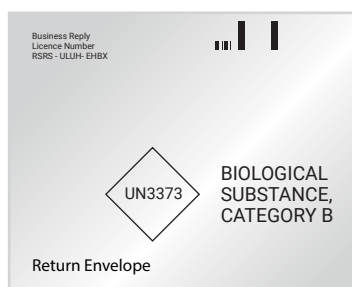
3C - Log into your account to activate & track your blood test results



IMPORTANT

- ADD YOUR TRACKING NUMBER, YOU WILL FIND THIS AT THE BOTTOM OF THE BAR CODE ON THE RETURN PACKAGING.
- IF YOU DO NOT ACTIVATE YOUR TEST ONLINE VIA YOUR ACCOUNT AREA WE WILL NOT BE ABLE TO TRACK IT.

3D - Finally post your sample with the test request card



(Return envelope designs may vary)

- Place your blood test sample and the blood test request card in the white padded envelope or box that your blood test kit came in.

IF YOU HAVE HAD A DNA OR GUT TEST, ENTER THESE SAMPLES ALL TOGETHER IN THE LABORATORY RETURN PACKAGE.

- Place the white padded envelope or box inside the white delivery return envelope. Post this the same day the sample is taken.