

Neurocode Labs in Bellingham, WA specializes in cutting-edge fluid biomarker testing. We currently offer a comprehensive fleet of neurodegeneration biomarker assays. To perform any of these tests we will need a sample of patient plasma sent to our lab on cold packs, along with a Requisition form signed by a practicing physician.

Collection Kits

The preferred protocol is for us to send a sample collection kit to you, or to the patient directly. They contain everything required to collect, package, and ship plasma samples (except needles and PPE) and kit costs are included in the cost of the test.

Requisition Form

All tests require a completed requisition form completed by a licensed healthcare provider. Samples cannot be processed until a completed, signed form has been submitted. Requisition forms can be found in collection kits, at our website 'www.neurocode.com' or by email request to 'CustomerCare@neurocode.com'.

Essential information

The following information is required for Neurocode to properly register, order, and bill for lab testing. Ensuring that all information is included will prevent delays in testing.

- **Patient demographics** – full legal name, date of birth, and sex.
- The **Physician Information** section must include the clinic's details and contact information for the lab to follow up with the physician. **Requisitions are not valid without the physician's signature.**
- The **Specimen Information** section must be filled out at the time of the blood draw. Collection location and contact information are required in case samples are compromised and need to be re-drawn.
- The **Clinical Information** section includes critical details about comorbidities that can impact test results. **Failure to include these details will negatively impact test accuracy.**

Sample Collection and Storage

If you are unable to centrifuge and store plasma refrigerated in your clinic, contact us to get a referral to one of our phlebotomy partners.

Our kits include detailed instructions on how to collect and prepare samples. Refer to that manual for complete draw procedures.

Analytes are extremely sensitive to temperature and to freeze/thaw cycles. It is critical that samples are never frozen and time at room temperature is minimized.

Once aliquoted, immediately store plasma sample in a refrigerator (4°C). **Samples must be shipped within 24 hours of collection.**



Neurocode Alzheimer's Assay Ordering Instructions

Shipping and Handling

Sample must be packaged in a small cooler with frozen cold packs. The time between packaging and shipping must be minimized to ensure samples remain cold during transit.

Samples arriving at room temperature will be rejected.

Priority Overnight shipping labels are provided in sample collection kits. Ship to:

ATTN: Neurocode
3548 Meridian St, Suite 100
Bellingham, WA 98225

Our offices are only able to receive samples Mon-Fri, so samples must be shipped Mon-Thur. **Samples arriving over the weekend may need to be re-drawn.**

Billing

Neurocode currently offers two billing methods:

1. **Client billing** (Neurocode bills the healthcare provider) To set up a client billing arrangement contact CustomerCare@neurocode.com.
2. **Patient pay** (Neurocode bills the patient) please include patient's email, current address and phone number on the requisition form.

If Neurocode is unclear on the billing, the processing of the samples may be delayed.

Results Delivery

Neurocode distributes test results either by fax or by secure email. To prevent delayed delivery, ensure that you provide the appropriate contact details on the Requisition Form.

Our web portal for direct access to results is currently under development and will be available Jan 2024. An EMR integration through API may be requested.

For assistance please contact us at CustomerCare@neurocode.com
or (425)-312-3791

