

Covid19 Testing and Return Guide

IMPORTANT: Please avoid eating, drinking or brushing your teeth for 30 minutes prior to spitting into the tube.

Register your test: Upon first receiving the test kit, Please register at <https://app.chronomics.com/register-covid> (Note: the kit might specify <https://covid.chronomics.com/> which will point you to the same place)

Follow the online instructions to complete the registration:

1. Input order ID: is specific to your order and is printed on the test tube box.

2. Create your account.

3. Enter barcode: found on the tube itself.

4. Consent boxes: Read and confirm, ticking all the required consent boxes. This test complies with GDPR data protection and security policies

Register Kit

Your order ID can be found on the card inside your test kit box.

Order ID

Email Address

NEXT

Account Details

To ensure the safety of your account please provide the following details.

First name

Last name

Mobile number

Create password

I agree to your [terms & conditions](#)

NEXT

Barcode

Barcode

560019011025600

Do you have a new continuous cough?

Yes No

NEXT

When are you taking the sample?

Date

03-Jul-20

Time

17 00

I understand that to receive and use your DNA/RNA Services I will need to give you a DNA/RNA sample. By checking this box I understand that Chronomics will process my DNA/RNA sample for the purposes of providing the DNA/RNA Services (as set out in the [terms & conditions](#)) and as described in your [privacy policy](#). You are free to withdraw your consent at any time but if you do so your access to, and use of the, DNA/RNA Services will cease.

By checking this box I understand that Chronomics will share data with [Partner Name].

I agree to my sample being used to support COVID-19 research in the form of wholly anonymous research/statistical data.

NEXT

Subsequent tests: can be registered in the same way, you will be asked to login if the email already exists in the system.

Receiving results: Once results are ready, they will be notified by email and require you to log into the account to view the results.

Sample Collection guide



Step 1

Wash and dry hands before opening the kit.

app.chronomics.com/register-covid

Step 2

Register your kit online and enter the 14-digit barcode found on your saliva collection tube.



Step 3

Remove the tube packaging and spit into the tube container up to the fill line. Foam and bubbles don't count as saliva.



Step 4

Close the funnel cap until you hear a click to release the stabilising fluid.



Step 5

Unscrew the funnel cap and screw on the smaller blue cap provided.



Step 6

Shake the tube vigorously for at least 30 seconds to mix your saliva sample with the stabilising fluid.



Step 7

Wash and dry hands again before packaging your sample.



Step 8

Wrap the tube in absorbant material (cotton wool or tissue), insert into the specimen transportation bag and seal it.



Step 9

Insert the specimen transportation bag back into the cardboard box. Multiple samples can be inserted into one box as long as they are individually sealed in specimen bags.



Step 10

Insert the cardboard box into the pre-paid returns envelope.



Step 11

Follow the instructions provided via email to book your collection.



Step 12

If your collection is not collected on the same day, freeze or refrigerate your sample to prevent degradation.

For collection of tests and delivery to Chronomics lab

Registering your test

Please ensure you have registered your test online at www.chronomics.com/register before returning it. If you fail to do this, we will be unable to identify your test and you will not receive a result.

Packaging your test

Single sample: please ensure the saliva tube is inserted in the leak proof bag, back inside the Chronomics cardboard box, and then in the return envelope provided.

Multiple samples: please ensure the saliva tube is inserted in the leak proof bag, place all samples back inside the larger cardboard box, and then follow return instructions as agreed with Chronomics via FedEx or pre-arranged courier.

Returning a UK test

Booking a collection via the phone

You may book a collection by calling your FedEx customer service on 03456 00 00 68 and providing the Waybill number on your returns label. If your request is made before 1pm on a weekday, FedEx will attempt to collect on the same day, otherwise it will be on the next business day.

Dropping off your parcel at a FedEx point

You may drop off a parcel to your nearest FedEx depot which can be located using this link: <https://www.fedex.com/locate/>
Please call ahead of visiting the depot where possible to check opening hours as there may be changes due to Covid-19

Returning an International test

Booking a collection via the phone

You may book a collection by calling your local FedEx customer service and providing the Waybill number on your returns label. Please note that there is a cut-off time to book a collection for the same day (this is 1pm in most places, but may vary on location so please call up as early as possible).

Your local customer service number can be found at this link: http://www.fedex.com/de_english/contact/call/index.html or through any search engine.

Dropping off your parcel at a FedEx point

You may drop off a parcel to your nearest FedEx depot which can be located using this link: <https://www.fedex.com/locate/>

Please call ahead of visiting the depot where possible to check opening hours as there may be changes due to Covid-19

Collection by courier - if you have specified courier collection this will be arranged at a predetermined time.

A courier collection will be arranged at a predetermined time to collect your completed test(s).

Whilst waiting, you can refrigerate your sample to keep it preserved for longer.

Additional details required

You will always be asked for your name, address and waybill number (the 12 digit number underneath your barcode).

Your returns waybill will be pre-paid so you should not need account details, but if you are asked for the billing account number, please contact info@chronomics.com

Results Process

For tests that arrive at our lab by 6pm, results will be available by the end of the next working day. If you do not get your result within this time frame, please contact us at info@chronomics.com. We are unable to advise when results will be available any sooner.

There are 3 types of result you can get:

- Negative
- Positive
- Inconclusive

Plus occasionally tests may fail. For example, if there was a bad sample that is contaminated with food. In this case, you will need to take another test.

The image shows a screenshot of an email notification from Chronomics. The email has a blue header with the Chronomics logo. Below the header, it says "Hi {name},". There are four circular icons representing the process steps: "Kit Sent" (a box), "Test Registered" (a barcode), "Sample Received" (a pipette), and "Processing in lab" (a microscope). Below these icons, a grey box contains the text "Your COVID-19 results are ready to view." and a blue button labeled "VIEW RESULT". At the bottom, there is a message: "Please take a moment to read through the supporting information and how to interpret your results. Any issues or questions and we're here to help with anything at all, don't hesitate to reach out via info@chronomics.com. Thanks, Dr. Tom Stubbs and the Chronomics team".

Results descriptions

What does a positive result mean?

A positive result indicates that RNA from SARS-CoV-2 was detected, you are presumptively infected with the virus and presumed to be contagious. Please contact your local health provider via the recommended channel and follow current local recommended guidelines. Laboratory test results should always be considered in the context of clinical observations and epidemiological data for making final diagnosis and treatment management decisions.

What does a negative result mean?

A negative test result indicates that SARS-CoV-2 RNA was not present in the specimen above the limit of detection. However, a negative result does not rule out current or future infection by SARS-CoV-2 and should not be used as the sole basis for treatment management decisions. Your recent exposure or clinical presentation should be fully considered, including if other diagnostic tests for other causes of illness (e.g., other respiratory illness) are negative. If your health deteriorates or if SARS-CoV-2 infection is still suspected based on exposure history together with other clinical findings, please contact your local health authority and re-testing should be considered.'

What does an inconclusive result mean?

An inconclusive result means the test results did not meet the requirements to be reported as detection of SARS-CoV-2 viral RNA in the sample, and should be treated clinically as not detected. However, there will have been partial detection of a signal from SARS-CoV-2 that warrants notification under duty of care for further investigation. Provisions for further testing are recommended in consultation with your doctor or local health authority, and as with a Not Detected result, your full health history should be considered.'

What does a failed result mean?

A failed result means it was not possible to accurately process your test in the laboratory. This is normally due to an incorrect saliva sample being provided (ie not providing enough spit, not mixing with the stabilizing fluid or eating/drinking before the test). We recommended taking another test as soon as possible

Partner Dashboard for staff monitoring results

Login at <https://clinics.chronomics.com/> with the email and password provided to you. Passwords will only be supplied to your company approved and nominated staff members.

This test and the associated testing process strictly complies with GDPR and data protection and security policies.

Latest employees test results: will be shown here

CHRONOMICS COVID-19 Tests

Registered Results Stats

Your Clinic

COVID-19

Resources

Profile

Logout

Name	Order Number	Latest Result	Date Registered	Date Results	Action
John Smith	na	Positive	19th May 2020	19th May 2020	Download Certificate

Export All Latest result only

Previous results: can be shown by expanding any rows

Name	Latest Result	Date Registered	Date Results
John Smith	Negative	1st Jan 2020	15th Jun 2020
	Negative	1st Jan 2020	30th Apr 2020

Data Export: All data can be exported to CSV with the export button at the bottom.

COVID-19					
Month Commencing	Ordered	Dispatched	Registered	Processing	Results
1 Jul 2020	0	0	1 EX123: 1	0	1 EX123: 1
1 Jun 2020	36 C043: 5, C143: 5, C243: 5, C343: 5, C443: 5, C543: 5, C743: 5, EX123: 1	1 EX123: 1	14 AD933: 4, EX123: 12, EX123: 8, EX123: 1	1 EX123: 1	0
1 May 2020	0	0	2	0	0
1 Apr 2020	0	0	2 EX123: 1	0	0
Totals	36	1	19	1	1

Shipping Tracking Data:

Your Clinic

Create Order

Patients

Order History

COVID-19

Resources

Profile

Logout

Order Number	Delivery Address	Items	Order Date	Dispatched Date	Tracking IDs
RT653	John Smith My House London N1 5HH United Kingdom	COVID-19 (COVID-19) X 1	Tue 28th Jul 2020 01:00AM	Tue 28th Jul 2020 05:02PM	Outward: 395235268170 Return: 395235278917

Customer Service and Support

For any support or queries please email us at:

ann.jordan@chronomics.com