

Policy for Eurofins Clinical Diagnostics Blood Tests on Healthpath Pro

All blood tests are processed by Eurofins Clinical Diagnostics, an ISO 15189 UKAS accredited laboratory. As per ISO regulations, all blood samples must be in a condition that makes the preparation of reports/analyses or the production of ordered products possible without difficulty.

Important: follow this guidance

It is essential you follow the test kit instructions, to help ensure your sample meets the ISO standards to perform a full and accurate test.

[Watch the 'Taking a successful blood sample' video](#) and follow the advice given, and in the instructions provided.

This is also linked from the printed instructions, test emails and from the test page.

Practitioners, please ensure you recommend this resource to your clients.

How can blood samples fail?

Occasionally a sample will not be viable for testing and will fail. Key reasons for failure are that the blood has clotted, clumped, or become haemolysed (when red blood cells are damaged or destroyed). This usually happens while incorrectly forcing the blood out while collecting the sample.

What can I do if my sample fails?

If your test fails due to a clotted, clumped, or haemolysed sample, we will provide 1 test kit free of charge to repeat the test. It is important to re-read the test kit instructions carefully, and re-watch the instructional video, to prevent another failed blood sample. Only 1 free replacement kit can be provided.

If a second submitted sample also fails, we advise that you carry out a professional blood draw. Please get in touch with us at practitioners@healthpath.com for further help with this.

Please note, different markers have different sensitivities to haemolysis. It is therefore possible to receive a test report that has failed results for some markers, and results provided for others. In this instance, we will review on a case-by-case basis.

Are there other reasons tests fail?

Tests may fail for other reasons, which are listed below. In these instances, you will be charged £20.00 to repeat the test, which includes the laboratory re-test fee, a replacement kit and postage.

- **Insufficient:** not enough serum/blood for analysis. You must fill the blood collection vial with blood to the specified line, within the same sample time frame, as per the test kit instructions.
- **Leaked:** the blood has leaked from the blood collection vial. You must attach the lid of the blood collection vial as per the test kit instructions (place the lid on the vial until you hear a click).
- **Unlabelled:** sample is not labelled. You must complete and attach the sample label provided as per the test kit instructions, and ensure all information matches the information on the Patient Request Form.
- **Mislabeled/Mismatch:** the name(s) on the sample tube label(s) does not match the name on the Patient Request Form. Please ensure all sample label information matches the information on the Patient Request Form.
- **Too old:** the sample has deteriorated due to its age and is not fit for analysis. Samples must be posted the same day as sample collection, as per the test kit instructions.

Healthpath Pro is not responsible for the failure of samples, or for samples that are lost, damaged, or delayed in transit.

If you purchase multiple blood tests, you are required to submit a blood sample for each test.

Is there an age limit?

All our fingerprick blood tests are recommended for age 18 years + only. We cannot accept responsibility for failed tests on customers under 18 years of age. No replacement kits or refunds will be provided.

For customers under 18 years of age, we advise that blood draws are taken by a phlebotomist or a medical professional, at an additional cost.