



Frequently Asked Questions

What container type do I use when collecting?

- Toxicology: use a urine cup to collect, then draw into a yellow top vacutainer. Only send the vacutainer.
- UTI/STI: use a urine cup to collect, then draw into a gray top vacutainer. Only send the vacutainer.
- Respiratory, wound, or ear infection: swab (nasopharyngeal type, normally red media)
- Pharmacogenomics (PGx): buccal swab (blue media)

How do I access the portal and how do I use it?

- Once you enroll with Qitek, our client relations team will send your portal login credentials directly to you. Simply visit QitekLabs.com and choose "Portal Login" to access your portal.
- To learn how to use the portal, click on our "Resources" page, and find the "For Specimen Collectors" section. Here, you will find a video guide on using the portal (and paper requisitions). If you need further assistance, feel free to reach out to our team at 888-85-QITEK (7-4835).

How do I order more supplies and requisitions?

- Simply visit QitekLabs.com, click on our "Resources" page, and find the "Order Supplies" section. Here, you can order collection supplies or paper requisitions. Click submit on the form and our client relations team will ship your supplies out same day if ordered before 3 PM EST.
- **We encourage our providers to order 5 days prior to running out of supplies. This helps ensure that Qitek can replenish your stock while maintaining our commitment to excellent service.**

How do I send specimens to Qitek Labs?

- Qitek sends out UPS return labels with our collection supplies. Simply pack your specimens into biohazard bags, place those into a UPS Lab Pak, and seal the Lab Pak. You can ship the specimens with UPS in the following ways: set a regular pick up at your office by informing Qitek of regular pick-up days, call Qitek within 3-4 hours of needing a pick up, or drop off at any UPS Store. Qitek does NOT recommend using UPS drop boxes.
- **Toxicology and pharmacogenomics (PGx) specimens should go to our Georgia facility using the WHITE LABELS marked with "GA".**
- **Infectious disease (respiratory infection, UTI/STI, ear infection, and wound infection) specimens should go to our Oklahoma facility using the ORANGE LABELS marked with "OK".**

What is a suboptimal form?

- Physicians and their teams are very busy – sometimes Qitek may receive an order that has missing information. If Qitek needs additional information, we will send out a suboptimal form directly to you stating the missing information needed and how to return the information back.

What do I do if I have a question on a report?

- Qitek is not allowed to give medical advice – we are a diagnostic testing laboratory. However, if there is a question on how a test was performed, on a result, or if you need clarity or confirmation, you can always reach out to our team of expert scientists by calling 888-85-QITEK (7-4835). We will be more than happy to assist you.

Are there other resources that can help me?

- Absolutely! Please visit QitekLabs.com and click on our "Resources" page. Our resources page is full of information including commonly used ICD10 codes, pharmacogenomics medications/conditions and gene associations, specimen collection instructions, sample requisitions, sample reports, and more!