

# Frequently Asked Questions

## Kit Delivery Options

**Q: Can my patient send in a saliva or buccal sample, instead of blood?**

A: For many of our tests, yes. For +RNAinsight®, only blood is accepted at this time. Please refer to our [specimen requirements](#) page here for any vadditional questions.

**Q: Can I have a kit shipped to my patient directly?**

A: Yes. Once Ambry receives a completed test requisition form (TRF) from you for your patient, we can ship a kit to your patient via FedEx® ground shipping.

**Q: How will this impact the turn around time of results?**

A: Please add 1-2 weeks to the expected turn around time. Kits are shipped to patients via FedEx ground (approx. 5 days) and the return shipping label included with the kit is an overnight delivery (1 day). These estimates are dependent on patients self-collecting the sample and sending in a timely manner.

**Q: How do I know if the kit has been sent to my patient?**

A: Ambry will notify you via AmbryMessage once a kit has been shipped directly to the patient.

**Q: How will I know my patient returned the kit to Ambry?**

A: AmbryPort® will send an automatic notification when a sample has been received and added to an already existing order in the portal.

**Q: What will my patient receive with their saliva or buccal kit?**

A: Patients will receive a FedEx shipment containing 1 saliva or buccal kit instructions for self-collection, 1 patient signature postcard, and 1 pre-paid return FedEx package.

Additional video instructions for buccal and saliva self-collection from the manufacturer can be found [here](#).

**Q: Can Ambry include a consent form in my patient's saliva or buccal kit?**

A: At this time, Ambry is unable to offer any additional forms or paperwork to be included with the saliva or buccal kit. All of our forms are available for download [here](#).

**Q: Can I sign up my patient for mobile phlebotomy?**

A: At this time, Ambry's mobile phlebotomy service partners are still in operation and following CDC guidelines in regards to patient care. This means additional patient questions regarding their current health and recent travel habits. We do encourage the use of our saliva or buccal kits wherever possible.

Please note, Ambry will connect the patient and phlebotomy service to coordinate scheduling. We are unable to provide an estimate of impact on turn around times, due to the personal nature of this process.

**Q: How are the ongoing events with COVID-19 safety precautions affecting Ambry operations?**

A: At this time, Ambry is taking every precaution to ensure the health and safety of our employees, clients, and patients. We are actively monitoring the situation and working to ensure our clinical and operational processes are all running smoothly to minimize any impact on our services.

**Q: How does my patient return their specimen collection kit?**

A: Patients can return the collection kit box at any FedEx location. If they are unable to drop off the kit shipment at a FedEx location, place the USPS return label included in the saliva or buccal kit box over the FedEx sticker on the mailer bag and place the package in your mailbox or any outbound USPS collection box.