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If you received your *Lab Subjects* newsletter via fax, we do not have an accurate e-mail address for your site. Help us communicate with your site more effectively by sending an e-mail to [LabSiteHelp@iconplc.com](mailto:LabSiteHelp@iconplc.com) with the following information. Thanks!

Sponsor Name  
Study ID  
Site Number  
Clinical Investigator Name  
E-mail address for Study Coordinator  
Country

### IMPORTANT UPDATES

#### Important Note About our E-mail Address Formats

ICON Central Laboratories has made a change to its e-mail address format. All ICON e-mail addresses have changed in domain name from @iconlabinc.com to @iconplc.com. **This previous domain name will be decommissioned by the end of March and all e-mail messages sent to us under "iconlabinc.com" will no longer reach us once this domain is retired.** If your investigator manual indicates an e-mail address that has an iconlabinc.com extension, please update that information to our new global Site Services e-mail address:  
[LabSiteHelp@iconplc.com](mailto:LabSiteHelp@iconplc.com)

#### New Toll Free Numbers Now Available

ICON is expanding toll free telephone service to our Site Services Department. The following toll free numbers have recently been added:

AUSTRALIA	1-800-881-823
GERMANY	0-800-180-6766
ISRAEL	1-809-31-5679
ITALY	800-87-4092
POLAND	00-800-111-3950

### ICL Implements New Specimen Labels

Soon, sites receiving ICL specimen collection kits will notice that the format of specimen labels included in their collection supplies has changed. The new label format will enable ICL to process specimens more efficiently when they arrive at our laboratories for testing.

The new labels will contain all of the identifying information previously printed on the label, but will contain two (2) bar codes instead of one (1). **Regardless of the label size provided in your collection kit, all labels should be affixed to the tube with the bar codes running parallel to the tube, as shown below.**

These illustrations compare previously provided 1 x 2" and 1x1" labels with the new labels.

**Please note that ICL will continue to accept and process collection containers with the previously supplied labels. However, all collection kits supplied to sites in the future will contain the new format.**



If you have additional questions regarding the new labels, please contact your ICL Site Services representative for assistance.

### We're Listening to You! *Receive Lab Reports Via E-Mail*

ICON Central Laboratories is pleased to offer a new service feature that enables you to receive ICL lab reports via e-mail. This new capability is the direct result of feedback we received from our 2008 Investigator Site Survey in which respondents expressed a strong interest in this method of report delivery. We recently piloted this new capability with a number of investigator sites around the world, and the feedback has been very positive.

**Consequently, our goal is to convert as many sites and sponsor contacts as possible to this mode of report delivery by the end of 2009.**

To begin obtaining e-mailed lab reports, sites should simply send an e-mail to [LabSiteHelp@iconplc.com](mailto:LabSiteHelp@iconplc.com) and include the following information:

- Sponsor Name
- Study ID
- Site Number
- Clinical Investigator Name
- E-mail address for Study Coordinator
- Country

When our Site Services Department receives your request, we will make the necessary updates in our database and you will receive a pair of test emails – one to test that the email address was entered correctly and a second to ensure that we do not have a problem getting small pdf files (under 200KB) through to your email server. Please be sure to "whitelist" our lab reporting email address [ICONLabReports@iconplc.com](mailto:ICONLabReports@iconplc.com), so that there is no disruption in our reporting of lab results to your site.

## Frequently Asked Questions

**Q. I noticed that the College of American Pathologists (CAP) certificate I have on file has expired. How do I obtain an updated certificate?**

A. You can easily obtain the most current certificates and licenses for our laboratories by visiting the Investigator Site Resource Center of ICL's website.

The link to certificates is <http://www.icolabs.com/central/certifications/index.html>.

Please note that there is often an inherent delay between the time our laboratories are re-certified or re-licensed and the time we receive the actual certificate or license document. In such cases, we will post a letter that documents the status of the certificate or license. You can download and print this letter to document your files until the new certificate or license is posted.

**Q. I recently received a lab report that indicated a specimen was "hemolyzed." What does that mean and what caused that to happen?**

A. Hemolysis refers to the destruction of red blood cells which leads to the release of hemoglobin from within the cells. Hemolysis affects specimen quality and, consequently, can affect the results for certain laboratory tests. Site personnel can prevent hemolysis by avoiding the circumstances that can cause it. These include:

- Too great a vacuum in the vein, causing the red cells to be drawn toward the bore of the needle too quickly. Also the red cells could be forced through too small an opening too quickly.
- Using too large a vacutainer tube on too small a vein.
- Too slow a flow of blood into the tube, indicating that the flow is somehow obstructed (such as the opening of the needle being too close to the upper or lower lumen wall).
- Using too small a gauge needle for the vacuum applied to the blood collection system (be it variable by syringe or constant by vacuum draw system).
- Too large a gauge needle resulting in too great a vacuum pulling too much blood through the opening too quickly.
- Vigorous mixing or shaking of the filled collection tube.
- Not mixing an anticoagulated sample after it has been collected.
- Centrifuging an anticoagulated blood sample to check for hemolysis.

## Upcoming Holiday Schedule

Please note: **ICL receives and processes specimens on all holidays.** The schedule below reflects changes in Site Services operations due to observed holidays. Please also reference your courier's holiday schedule to ensure timely specimen pickup.

HOLIDAY	DATE	NEW YORK	DUBLIN	INDIA	SINGAPORE
President's Day	16-FEB	<b>Limited Staff</b>	Regular Hours	Regular Hours	Regular Hours
Maha Shivaratri	23-Feb	Regular Hours	Regular Hours	<b>Limited Staff</b>	Regular Hours
St. Patrick's Day	17-Mar	Regular Hours	<b>Limited Staff</b>	Regular Hours	Regular Hours

To send us ideas or suggestions for future newsletter topics, contact us at [LabSubjects@iconplc.com](mailto:LabSubjects@iconplc.com).

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