

## Frequently Asked Questions (FAQs)

### **When and how will I receive my results?**

You will receive your results 1-2 working days after we receive your sample in our laboratory. Your results will be sent to you over e-mail, using the e-mail address that you provided when you registered your sample kit with us. You do not need an account with us to be able to view your results.

**Please note:** your results will be sent from [COVID19@virtus-rr.com](mailto:COVID19@virtus-rr.com). Before chasing your results, please check your junk/spam folders, as sometimes, our results e-mails can be filtered as spam.

### **When should I take my blood sample?**

We recommend you take your blood sample in the morning to ensure you can post it to us on the same day.

### **How many tubes do I need to fill?**

You only need to fill one tube. We provide one extra tube just in case you have trouble with your first attempt at sample collection.

### **I don't think I have collected enough blood in my tube, what should I do?**

We ideally need 5-6 drops of blood, however even if you manage to collect as little as 3 drops – do not discard your sample and please send us the amount you have managed to collect.

### **I can't scan the QR code, what should I do?**

If you can't scan the QR code or are having trouble in doing so, you can fill out your online kit registration here.

[If your unique ID begins with "VRR- ", "PHL- ", "BHZ- ", you can click here to access your kit registration.](#)

[If your unique ID begins with "BTK-" or "SYN- ", you can click here to access your kit registration.](#)

## **I was not able to draw blood on my first attempt at sample collection, what should I do?**

- Get your blood flowing by undertaking gentle exercise.
- Stand up when taking your blood sample – gravity will help your blood flow to your fingertips.
- Practice milking blood from the base of your chosen finger to the fingertip ensuring it is swollen with blood before performing the fingerpick.
- Don't squeeze too close to the fingerpick – ensure you stop once the middle of your squeezing thumb or finger reaches the first interphalangeal crease.

## **Does my kit expire?**

We suggest you use your kit as soon as you receive it, however the kit expiry date can be found on the blood tube.