

# Ordering made simple



Vidium Animal Health® is a no-contract, one price for everyone service. Our ordering and billing system is set up to offer a simple and seamless customer experience. To get started, follow these simple steps.

## 1. Set up an Account

To make placing orders even easier, set up an account to have your hospital and billing information pre-populated into every order. There are several ways to set up an account.

- [Call customer support at \(833\) 794-0318](#)
  - Let us set it up for you.
- [Go online to \[vidiumah.com/place-order\]\(https://vidiumah.com/place-order\)](#)
  - This can be done in advance or at the time of your first order, whichever is more convenient for you.

Write down your account number and pin. Use these numbers to place all orders for your hospital. There is no login necessary, so anyone from your hospital can order to the same account.

## 2. Place an order at [vidiumah.com/place-order](https://vidiumah.com/place-order)

Vidium uses an electronic ordering system to keep your orders secure. The website can be accessed from any browser.

- [Enter your account number and pin](#)
  - Don't remember it? Use the Account Look-up to find it.
  - Don't have one? Easily make an account and place your first order in one easy step.
- [Select the test or tests you would like to order](#)
  - Place a separate order for each patient.
  - Order multiple tests for the same patient with one order form, in most cases. If you would like different tests run on each source for a patient, please place separate orders for each test.
- [For Pathology orders](#)
  - After information is filled in, you will be provided with the number of simple and complex biopsy sources being ordered for the case, enabling you to accurately bill your clients at the time of biopsy submission.
  - You will be asked if you would like to print a shipping label to cover the cost of shipping through FedEx (not necessary if using a Vidium Kit).
  - You will also be asked if you would like Vidium Kits sent to your hospital for future orders.
  - Print the Order Card provided upon submission to include with specimen for identification.

## 3. Send your sample

Depending on which test is ordered, there are different options available.

- **Histopathology**

- If using your own packaging, securely package the sample and use the FedEx shipping label printed when you place your order.
- If using a Vidium Biopsy Kit, choose the most appropriate size formalin jar and box for your specimen from the supplies provided, ensuring that the lid is tight and does not leak. Label each jar with the patient name and organ/source location.
  - Place the formalin jar inside a sealed biohazard bag.
  - Put this into a bubble pouch and into the box. You may send all specimens from all orders in the same box as long as each patient's specimens are separately bagged.
- Add the Order Card with QR code to the box. If you are sending specimens from multiple patients in the same box, keep them separate by placing the jars and Order Card from each patient together in a sealed bag and then into the box.
- Put the box into the Clinical Pak from FedEx, which already has a prepaid shipping label attached.
- If you'd like a FedEx pick up arranged, call FedEx at (800) 463-3339.

- **Cytology**

- Secure slides in the provided slide holders that come in the Vidium Cytology Kits, taping over the lid to ensure it remains closed. Place the slides inside a sealed biohazard bag and place into the bubble envelope with the Order Card printed from your online order.
- You may send cytology samples from as many patients as you like in the same envelope. Keep each order separated by placing all slides and the Order Card from each patient in a sealed bag and then into the envelope.
- Put the envelope into the Clinical Pak from FedEx, which already has a prepaid shipping label attached.
  - \*Do not ship biopsy submissions in cytology kits and do not combine cytology slides with boxes containing formalin jars as the fumes can impair cytology evaluation.*
- If you'd like a FedEx pick up arranged, call FedEx at (800) 463-3339.

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- **SearchLight DNA**

- If the sample is at your clinic, please package securely and ship overnight to Vidium's lab. In summer months, include a cold pack to avoid overheating.
  - Vidium Animal Health  
445 N 5th Street  
Phoenix, AZ 85004
  - Shipping labels can be provided upon request.
- If the sample is already at another lab, Vidium will coordinate transfer of that sample to our lab at no additional cost. Simply provide lab information in your order form and we will take care of it.

## 4. Testing and Reporting

As soon as your sample arrives at Vidium, you will receive an email notification. Your sample will be tested within the stated turnaround time and a report will be delivered by email. All reports for an account are viewable in that account's customer portal at any time.