

# Client Instructions

Thank you for choosing Xytex Cord Blood Bank! Inside this collection kit is everything your caregiver needs to collect your child's cord blood. Please review and complete the following instructions to ensure your child's cord blood is collected and processed in a timely manner. If you are in the Augusta area, your collection kit has a shipping pouch attached on the bottom; please ensure that the courier's pickup form is inside the pouch. If you are outside the Augusta area, your kit includes a pre-labeled commercial shipper lab pak envelope.

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**STEP ONE:**  
COMMUNICATE.

Inform your caregiver of your decision to store your baby's cord blood. Prior to your delivery, you may refer your caregiver to [www.xytexcordblood.com](http://www.xytexcordblood.com) for downloadable instructions. Caregiver Instructions are also located inside the kit.

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**STEP TWO:**  
REMEMBER.

When you arrive at the hospital, provide your caregiver with the collection kit. If questions arise during the delivery, or if you forget your kit, call us at 800-277-3210 or 706-733-0130, 9 a.m. to 5 p.m., Monday through Friday. After hours, call our emergency number, 866-202-0944.

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**STEP THREE:**  
PATIENT TESTING.

As part of our processing, we will need a sample of your blood for infectious disease testing purposes. Your caregiver will collect 4 tubes of your blood.

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**STEP FOUR:**  
COLLECTION.

Following the Caregiver Instructions, your caregiver will collect your child's cord blood. He or she will return the box to you, your family or designated friend after collection.

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**STEP FIVE:**  
SHIPPING.

Please call our shipping coordinator at 1-866-202-0944 as soon as possible after collection for instructions for expedited pickup and delivery to our lab for processing. As a reminder, additional express medical courier charges may apply in certain circumstances, including geographic locations, holiday or weekend delivery/pickup, which requires a premium shipment charge (up to \$150).

**Collection Questions:** Monday-Friday, 9:00 a.m. – 5:00 p.m.  
800-277-3210 (EST); after hours: 1-866-202-0944

