



ROSALIND FRANKLIN  
UNIVERSITY  
*of* MEDICINE AND SCIENCE

Clinical Immunology  
Laboratory



A Quest Diagnostics Company

PATIENT INSTRUCTIONS:

ExamOne Specialty Collections Contact Information  
Business Hours: Monday – Friday, 7am – 5pm PST  
1-888-302-7652

Once the patient receives the kit and physician's order (from ordering provider), they will call [1-888-302-7652](tel:1-888-302-7652) to schedule their appointment. Reference Name: **Rosalind Franklin University**

- The appointment will be scheduled based on patient needs and examiner availability. If there is no availability in the ExamOne scheduler, we will ask the patient for 3 preferred dates/times approximately 2 weeks out as this will require a manual process for scheduling. If we are unable to meet the preferred date/time, we will offer additional dates.
- Schedule is Monday – Wednesday by 1:00pm. (Thursday is approved as a last resort only if the patient is able to get the sample to a FedEx location on time).

The kit will contain 1 royal blue serum vial 6mL (whole blood only), required blood sample FedEx packaging envelope, and a pre-paid return label.

The kit will contain a label to be placed on the tube that needs to be filled out with the patient name and date of birth. The ExamOne examiner will label the draw date and time.

- The sample **MUST** be shipped on the same day by ExamOne
- Use the provided preprint label and envelope and drop off in any FedEx box.
- Ship to: Clinical Immunology Laboratory  
3333 Green Bay Road  
North Chicago, IL 60064  
Phone: 847-578-3444

**Tubes need to be labeled with patient name, date of birth, and draw date and time.**