

IDK® Validation Assistance Services

Assay validation made easy for clinical labs.

Highlights

Part 1: The Service

Part 2: The Process

Part 3: The Team

Part 4: Contact Us



The Service

Diagnostic laboratories must continuously update their testing menu to help improve clinical outcomes and remain competitive. However, the process of validating a new assay takes time and effort that most labs simply are not able to commit to regularly due to existing projects and a lack of resources.

IDK® Validation Assistance Services can be tailored to your lab's needs to fully support your validation.

The Process



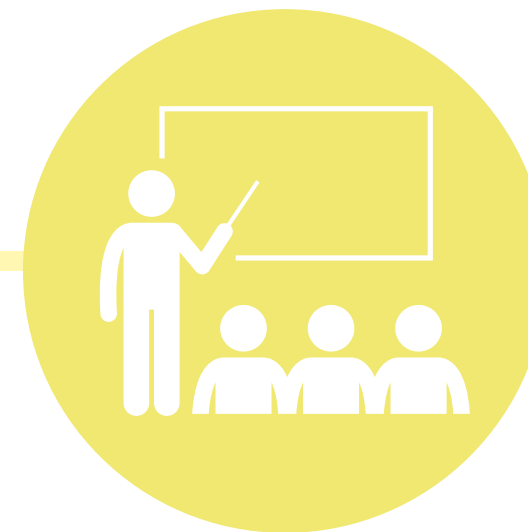
**Initial
Consultation**



**Initial Assay
Evaluation**



**On-site
Validation**



**Expert
Training**



**Ongoing
Support**

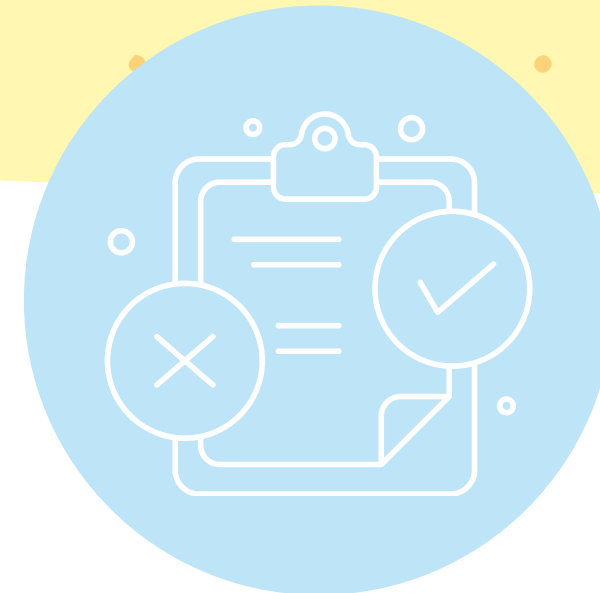
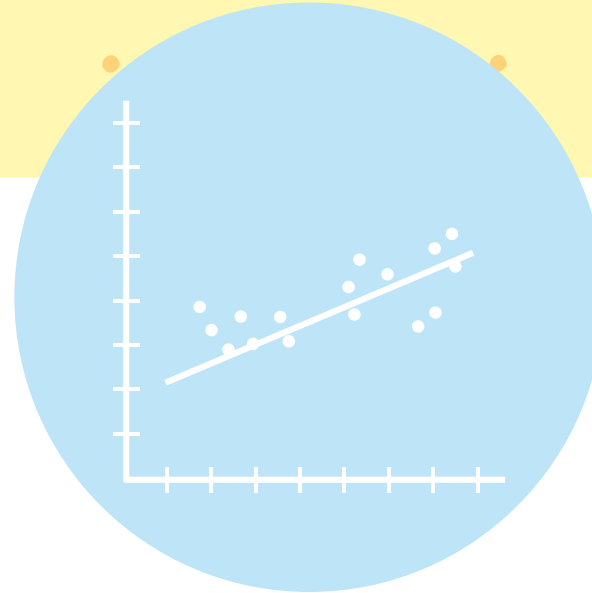
1. Initial Consultation

Our first step is to consult with your lab management team to understand your overall needs, timeline, protocol, and operations and to determine if on-site support is needed. Because all labs are different, we customize your services based on the resources you have available.



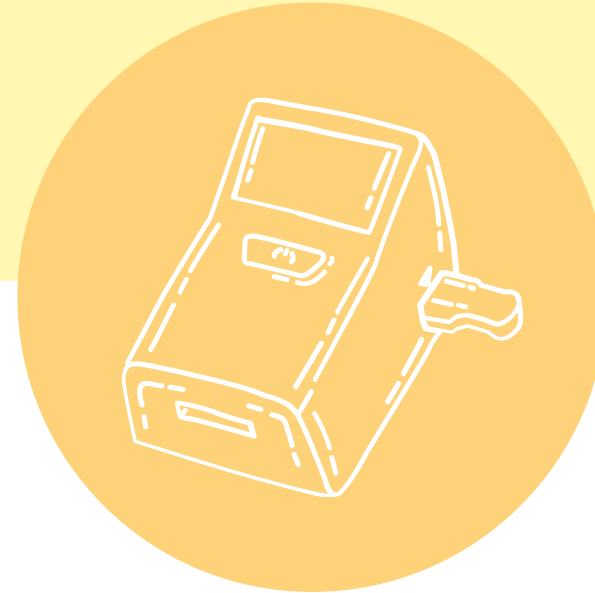
2. Initial Assay Evaluation

We support your lab by assisting with a full initial evaluation of any available assay kit for you to determine if you would like to proceed with a complete validation. When your lab is ready to order validation materials, we will confirm that you have enough samples for evaluation and coordinate procurement with our manufacturing partner.



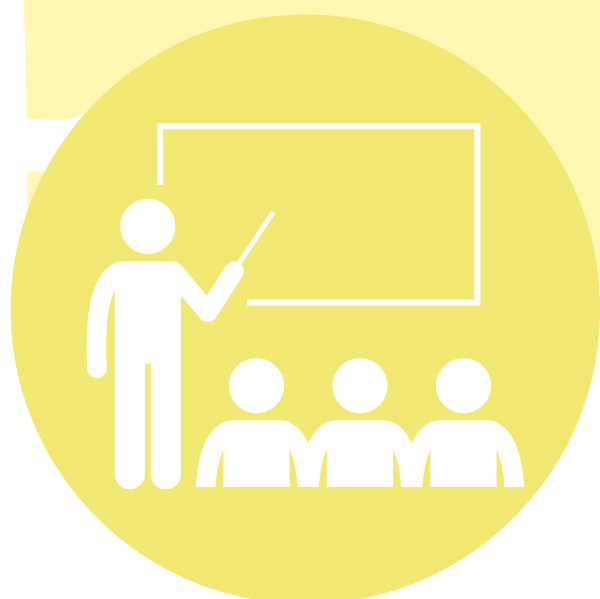
3. On-Site Validation

Once a full evaluation has been completed and approved by your lab, we come on-site to assist in validating the assay on the instrument being used. If on-site assistance is not necessary, we will support your team remotely through validation. When validation testing is finalized, you will be provided with a complete validation packet from EP Evaluator, and your lab will be ready to officially add the new assay to your offering.



4. Expert Training

Our Technical Applications Specialist, Jamie, can train technicians on how to run the assay and process the data as a group or one-on-one. Additionally, she can qualify anyone on your team to train other technicians in your lab and provide them with a certificate of training. Therefore, your staff is empowered to continue to build upon their expertise, while also fulfilling your accreditation training requirements.



5. Ongoing Support

Our assay validation assistance services do not end when validation is complete. You will continue to have access to Jamie and our network of experts for ongoing remote support. When your lab needs retraining or guidance to troubleshoot the assay, she will return for in-person assistance. We will continuously check lot-to-lot consistency to ensure you do not experience variability issues. In the instance your lab adopts an esoteric test, we also offer proficiency testing services to confirm lab-to-lab consistency.



Jamie Bolduc

Technical Applications Scientist

Our highly experienced Technical Applications Team led by Technical Applications Scientist, Jamie Bolduc, will guide you through every phase of the process from your initial consultation to training and final validation, to continuous remote support following completion.

You will continue to have access to Jamie and our network of experts for ongoing remote support or when necessary, in-person support.



Contact Us



150 Dow Street, Tower 4
Suite 430
Manchester, NH 03101



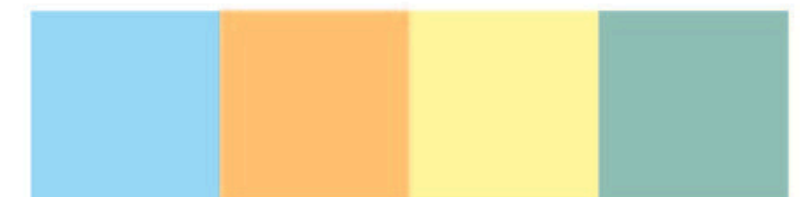
(888) 433-9020



www.idkna.com

Contact us to get started with
IDK® Validation Assistance
Services.

IDK



north america