

### Why am I not receiving Best Practice?

The best practice discount started back in 2017 as a way to improve the quality of samples sent to the lab. The discount is not only a benefit to the client, as it helps our staff process samples more efficiently and send them off to the lab for testing faster. It's a discount that is contingent and additive to the 'Web Submission Fee Credit', which waives the case submission fee (\$10/case accession) if clients submit via our client web portal, include a valid premises identification number on livestock submissions, and include a state of origin. Submissions that receive best practice, will get a 10% discount on all molecular, serology, BVD ear notch IHC and *Salmonella enteritidis* testing.

Some clients love to utilize the best practice discount, while others don't pay as much attention to it. If you are sending in samples on a regular basis, it is something we recommend you pay attention to because it could end up saving you quite a bit of money. There are multiple reasons why a client could lose best practice, but some common reasons include: sample IDs, form info, condition/containment, and sending in unprocessed serum. Below is a further explanation of each.

Best Practice Loss Reason	Explanation	How to Prevent Best Practice Loss
Sample IDs	Clients lose best practice due to sample IDs because our mailroom staff either had to identify which sample was which or there was info on the sample that was not written on the submission form.	Be sure to identify your samples and ensure all information on the sample is somewhere on the submission form.
Form Info	Loss due to form info means that there was some information on the submission form that was either missing or confusing and resulted in our mailroom staff having to reach out to the client to clarify. This results in the case being set aside until the question can be resolved. Meaning that it takes longer for the sample to reach the lab for testing.	Ensure all information on the submission form is correct and straightforward.
Condition/Containment	Refers to the condition the samples are in when they arrive at the lab and the container they are sent in. If samples are in poor condition or the container fell apart/leaked	Ship quality samples in containers that are leak proof.

	then that case would not receive best practice.	
Unprocessed Serum	When clients don't spin down serum before sending it in, it creates another step in processing the sample which is why those cases do not receive best practice.	Try to spin down serum before sending it off to the lab.

Clients can lose best practice for other less common reasons, which can include: not having a premises identification number on sites that should, inappropriate samples, and not including enough history on a pathology request form.

If you're wondering how you can start receiving best practice or you want to discuss why you're not getting it currently, please feel free to reach out to us at [isuvdl@iastate.edu](mailto:isuvdl@iastate.edu) (ATTN: Dr. Colosimo-Roth).