

VETERINARY DIAGNOSTIC SERVICES
GENERAL INFORMATION
Updated: October 1, 2014

The Veterinary Diagnostic Services (VDS) laboratory within the department of Manitoba Agriculture Food and Rural Development (MAFRD) is the sole provider of veterinary diagnostic testing in Manitoba for companion animals and the agriculture-food industry. This testing includes herd and flock disease surveillance, export testing and passive surveillance for new and emerging diseases of food-producing, companion, zoo and wild animals.

Veterinarians utilize test results and recommendations from VDS to diagnose diseases quickly, treat individuals or groups of animals and monitor herds or flocks for production limiting diseases. VDS also provides laboratory testing to the Chief Veterinarian Office in support of programs in animal health, animal welfare investigations and food safety surveillance.

Vision and Mission Statements

Our Vision

To nurture a culture that has a commitment to clients, values staff and provides leading-edge veterinary diagnostics services.

Our Mission

To protect and advance animal and public health through diagnostic excellence.

Hours of Operation

Monday to Friday 8:30 AM to 4:30 PM.

VDS Clients

VDS provides services to registered veterinary practitioners on behalf of their clients. VDS may also provide testing of environmental samples for the purposes of surveillance to livestock associations participating in National On-Farm Food Safety Programs.

Quality Management System

A Quality Management System is in place to ensure a consistent, high quality level of service. This is accomplished by managing according to the requirements of ISO/IEC 17025 and ensuring all employees are familiar with the policies, procedures and quality documentation associated with their work areas. Management is aware, responsive

and proactive to clients' needs and concerns, and will strive to continually improve the effectiveness of the Management System by ensuring:

- Personnel are qualified, adequately trained, supervised and familiar with policies and procedures.
- Procedures are validated and incorporate adequate quality control. Stated methods are used. Equipment is functioning, meets specifications and records are kept.
- Continual improvement remains an ongoing objective of VDS accomplished through annual directional planning sessions, development of action plans, surveys and meetings with clients and staff, and annual Management Reviews.

Live Animal Submissions

VDS does not accept live animals except piglets, poultry and fish. **Live animals must be transported humanely.** VDS cannot house live animals overnight.

Submissions – Forms and Required Information

1. A completed submission form(s) must accompany all submissions.
 - a. Submission forms can be found on our website at <http://www.manitoba.ca/agriculture/vds>
 - b. These forms are fillable pdf's which can be completed and submitted electronically as well as printed and saved for your records.
2. Ensure the following information is recorded:
 - a. Client information: referring veterinarian and referring clinic's name
 - b. Billing clinic
 - c. Owner's full name, address and legal land location (if applicable)
 - d. Collection date (if applicable)
 - e. Animal identification – age, species, breed
 - f. Premises identification number – if livestock sample
 - g. Samples submitted
 - h. History – include any treatments and/or vaccinations when applicable
 - i. Tests required
3. When infection with Risk Group 3 organisms are suspected, ensure form clearly indicates suspected organism and any supporting clinical signs. To ensure employee safety, tests for these organisms must precede all other requested tests which may delay the reporting of results. For more information on Risk Group 3 organisms visit the Government of Canada Justice Laws website found at the following link: <http://lois-laws.justice.gc.ca/eng/acts/H-5.67/page-23.html>
4. Ensure writing is legible. Missing or unreadable information may result in delays.

Specimen/Sample Rejection

Specimens received at VDS will be rejected for analysis for the following reasons:

1. Specimens that cannot be safely processed
 - a. Leaking specimens
 - b. Specimens with needle attached
2. Improperly collected or transported specimens
 - a. Specimen collected or stored in incorrect container or preservative
 - b. Specimen type or source is inappropriate for requested test
 - c. Specimen transported at incorrect temperature (i.e. room temperature versus frozen)
3. Unlabeled/Improperly labeled specimens
 - a. Identifiers on sample container do not match the submission form
 - b. Samples not appropriate for a particular test
 - c. Missing or illegible information
4. Insufficient information on the submission form (must be provided within 48 hours)
 - a. Referring veterinarian
 - b. Referring clinic
 - c. Billing clinic
 - d. Owner name
 - e. Owner address
 - f. Tests requested
5. Submission form in contact with specimen or contaminated.

Turnaround Time

Turnaround time (TAT) is the approximate time for test results after samples and complete submission forms are received in the lab based on normal working days.

“Rush” Samples

Rush samples will receive priority in the laboratory. For clinical pathology samples, we will endeavor to provide same day results if delivered no later than 2 pm. For Microbiology and Virology tests, the client must indicate the turnaround time required. VDS staff will assess if the request can be accommodated within the routine testing schedule. All clients will be notified if a Rush request is necessary.

A fee of \$30.00 per test will be applied to all Rush requests.

Ownership of Submitted Materials

Specimens submitted to VDS and any information or Intellectual Property identified by or arising from such specimens, belong to VDS unless other arrangements are made in writing at the time of submission.

Reflex Testing

VDS does not perform reflex testing.

To minimize issues with sample integrity and prevent delays in testing, any tests that are requested with a note of “if indicated” or any other combination of terms will automatically be performed.

Cancellation Policy

VDS does not charge a cancellation fee for cases submitted for testing, but subsequently cancelled by the referring veterinarian. In addition if testing has not been initiated prior to the cancellation request, no charges will be applied. However if testing has been initiated prior to the cancellation request, full charges will apply.

Disclosure of Results

Results are reported to the veterinarian practitioner. Results will only be sent to third parties on the written request of the veterinarian practitioner.

All suspected reportable or immediately notifiable diseases are reported to the Canadian Food Inspection Agency (CFIA) and Manitoba Agriculture, Food and Rural Development (MAFRD) Chief Veterinary Office. Samples will be forwarded to CFIA for confirmatory testing if applicable.

Remains to Owners

We do not release remains to owners or clinics under any circumstances. A request for cremation of companion animals may be made at the time of sample submission.

Pricing Policy

The VDS fee schedule can be found at the following link
<http://www.manitoba.ca/agriculture/vds>

- Food animal pricing is set at 25% of cost recovery. Companion animal pricing is set at 100% of cost recovery.
- **All** out of province pricing is set at 100% cost recovery.
 - a. Veterinary clinics located outside of Manitoba that submit samples from clients residing outside of Manitoba are charged the Out of Province fee as defined for a particular test.

- b. Food animal pricing is restricted to food animal samples from veterinary clinics within Manitoba or veterinary clinics located outside of Manitoba submitting samples on behalf of Manitoba residents.
- Requests for research or cost estimates are to be directed to the Manager at (204) 945-8380. Please allow two weeks prior to deadline for a quote.

Payments

VDS currently only accepts payment by cheque or money order. Invoices are sent to the submitting veterinary clinic.

VDS Contact Information

We welcome questions, comments and suggestions.

Phone: (204) 945-8220

Fax: (204) 945-8062

Website: <http://www.manitoba.ca/agriculture/vds>