

## **Frequently Asked Questions**

### **Tissue Sciences Facility**

***Q. When will the facility be open?***

**A.** Yes, the Tissue Sciences Facility is open Monday-Friday, 10A-3P. Clients are requested to make an appointment or call ahead, 402-559-5123 or 402-559-4187.

***Q. Will the facility remain open?***

**A.** We remain committed to the continuation of histology services and support of the research community. In the event the facility must close temporarily, an update will be made on the COVID-19 research blog, our facility website and signage will be posted on the facility door.

***Q. Has the facility implemented parameters in response to COVID-19?***

**A.** Yes, we have implemented an infection control plan.

***Q. Are there any restrictions to use the facility?***

**A.** Yes, if you feel ill, we ask that you refrain from utilizing the facility. All clients will be asked to wash their hands prior to using facility equipment and upon entering the main laboratory, DRC1 1052.

***Q. Will all facility services be available?***

**A.** Yes, all routine and specialized services will be available.

***Q. Will I still be able to run my own assays and scanning orders?***

**A.** Client run assays have resumed and slide scanning has been permanently suspended.

***Q. Will I have access to facility equipment and software?***

**A.** Yes, clients should make an appointment or call ahead for equipment availability and to ensure TSF personnel are available to assist you.

***Q. Where can I drop off an order?***

**A.** Clients can drop off order submissions to DRC1 1059, Monday-Sunday, 24 hours a day. Order materials should be left in secondary containment receptacles listed below with the accompanying order requisition form.

- Wet Tissue & Cassettes: Fume Hood
- Blocks & slides: Lab Bench
- Frozen tissue & OCT blocks: -20°C Freezer

***Q. Where can I get a requisition form?***

**A.** Order requisition forms are available in DRC1 1059 or the facility website.

***Q. I need to discuss my order submission with facility personnel, what should I do?***

A. Order consultations will be provided by phone, email and in person. Please contact the facility to set-up a consultation appointment as needed.

***Q. Will I have access to specimen submission containers, grossing supplies, and histology consumables?***

A. Yes, free specimen submission containers and grossing supplies will be readily available in DRC1 1059. Histology consumables may be requested by phone or email and you will be contacted via email for pick-up.

***Q. Will my order submission get a TSF accession number and turn-around time?***

A. Yes, accession numbers are available in DRC 1059 and can be assigned by facility staff. Turn-around time from order submission to completion is 5-10 business days. Order specific delays will be communicated with the client directly.

***Q. Will the facility be changing routine turn-around times?***

A. No changes will be made to routine turn-around times of 5-10 business days. Longer turn-around times may occur during times of high order volume and in the event of a staffing shortage.

***Q. Can I request a rush order?***

A. Routine submission of rush orders has been suspended. To inquire into whether a rush order can be accommodated, contact the facility manager at 402-559-4187.

***Q. Where can I pick-up my order?***

A. Clients can pick-up orders in the pick-up queue in DRC1 1059 or the -20°C freezer. Orders will be identified by the TSF accession number. Orders requiring storage in a 4°C will be picked-up in DRC1 1052, please call ahead.

***Q. Can I request equipment and software analysis training?***

A. All training and facility workshops have been suspended.

***Q. Can I request a tour?***

A. All facility tours have been suspended.