Reference Numbers on Monthly Reports

Ever received a monthly report from SMS and wondered what those Reference Numbers mean beside one of your test results? Maybe you have seen a “5” or a “6” directly beside one of your result lines and weren’t completely sure why it is there or what it represented. In this issue of Spore Check News, we will explain what these numbers represent and how you can prevent them from showing up on your report.

Reference #5:

Reference #5 indicates that the SMS laboratory received a test envelope which did not contain a valid test date, or the test date was completely missing on the envelope.

Missing Test Date – It is common for SMS to receive test envelopes that are missing the test date on the back of the test envelope. In this situation, we apply the Reference #5 to that particular test and that #5 transfers over to your monthly report. Furthermore, in the situation where the test date is blank, SMS will record the test date as the date that is displayed on the postmark.

Invalid Test Date – SMS defines an invalid test date as follows: a test that is received 14 days or more after the written test date. If a test is received that fits this criteria, SMS will apply the Reference #5 and utilize the postmark date as the documented test date for your report.

Reference #6:

Reference #6 indicates that the SMS laboratory received a test envelope which did not contain a valid equipment ID, or the equipment ID was completely missing on the envelope.

Missing Equipment ID – It is common for SMS to receive test envelopes that are missing the equipment identification for which the spore strip tested. In this situation, SMS applies the Reference #6 and records the equipment ID as “?” since we are not certain which piece of equipment was tested.

Invalid Equipment ID – SMS defines an invalid equipment ID as follows: a test that is received where the equipment ID marked on the envelope does not match what SMS has on record. In this situation, SMS will again apply the Reference #6 and record the equipment ID as a “?.” Examples of this would include:

1. Receiving a test envelope marked as “C1” (indicating a chemiclave was tested), but SMS’s records show that the customer only has autoclaves.
2. Receiving a test envelope that has both “A1” and “C1” circled. In this situation, SMS can’t determine if the test truly came from an autoclave (indicated by the “A1” marking) or from a chemiclave (indicated by the “C1” marking).

3. Receiving a test envelope that has “A2” marked, but SMS only has record of a single autoclave for the customer. Being that the customer only has a single autoclave, SMS would expect to receive tests from an “A1” equipment ID.

**How to Prevent References**

To prevent Reference #5s from appearing on your monthly reports, please be sure that the test date that is recorded on the envelope is the same as the date on which the test ran.

To prevent Reference #6s from appearing on your monthly report, please be sure that a valid equipment ID is marked on the back of each test envelope. If you have more than one sterilizer at your location, please be sure that you assigned a designated equipment ID to each unit. For example, if you have 2 steam autoclaves, be sure to designate one unit as “A1” and the other unit as “A2.” Alternatively, if you have 1 steam autoclave and 1 chemiclave, be sure to designate the autoclave as the “A1” and the chemiclave as the “C1.”

If you are unsure how many sterilizers you have on record with SMS, you can always refer to your monthly report, or we encourage you to give us a call at 614-292-6737 or toll-free at 888-476-7678.

**Upcoming Changes**

**Online Reporting** - It is our pleasure to announce that starting later in 2016, SMS will be offering Online Reporting to all SMS customers!

Online Reporting will provide customers with the convenience of checking test results in real time. Additionally, customers will be able to access an archive of Monthly Reports, order histories, and other pertinent information. Be sure to keep your eye out for communications from SMS for details!

**Changes in SMS Envelopes** - Over the next several weeks, SMS will be implementing changes in the color of SMS test envelopes. As you are aware, SMS currently uses both red-colored and grey-colored envelopes. Upon the placement of your next order with SMS, you should expect to receive SMS envelopes that fit the following criteria:

1. Red envelopes with a colored sticker on the back
2. Grey envelopes with a colored sticker on the back
3. Green envelopes
4. Blue envelopes
5. Yellow envelopes

If you happen to receive envelopes with a colored sticker on the back, we ask that you do not remove the sticker, as we will be using that sticker for internal tracking purposes. We appreciate your cooperation!

**Are you happy with our services, or can we improve?**

All of us at SMS pride ourselves on being “Experienced, Reliable, Well-Organized.” With that in mind, we are always looking for ways to improve our efficiencies and communication with the customers that we serve! If you would like to provide some feedback on how we are doing, we encourage you to visit our webpage and complete our new customer survey. Follow the directions to the right:

1. Visit SMS’s webpage at www.dentistry.osu.edu/sms
2. Scroll to the bottom of the landing page and select the link to access the survey.
3. Provide your feedback on how you think we’re doing! 5 lucky participants will be chosen at random to receive a free pack of 100 integrators.
4. We ask that you please provide your SMS number just so that we can send your integrators to the proper address if you happen to be chosen. Be assured that any responses you provide on the survey will be kept anonymous.

**WELCOME TO THE TEAM, JON!**

SMS is happy to announce that Jon Strasbourg has joined the team as our new Channel Coordinator, effective March 14, 2016. Jon is a 2015 graduate from The Ohio State University where he received his Bachelor of Art degree in Communications.

Jon is familiar with the OSU community not only with his educational background, but he also served as an assistant at OSU’s Wilce Student Health Center where he was responsible for inventory management and project implementation.

Jon will be responsible for being the first line of communication for all of our customers. He will also work on developing communication strategies between SMS and our customers. We are excited to have Jon as part of the SMS team!

Jon can be reached at strasbourg.1@osu.edu.