

Future Health's guide for you: for your Future Health

Before Tooth (falls out/extraction)



1. Contact Future Health BIOBANK before tooth is wobbly/prior to extraction



2. Send an information pack to the client via email / post



3. Send completed agreement and initial fee to Future Health BIOBANK



4. Arrange to send the collection kit to the client at a time/date to suit them



5. Inform HCP / Phlebotomist that the donor's bloods will need taking in due course



6. If the tooth falls out at home, place into shipping medium ready for shipment



Dentist

7. Healthcare Professional/ Dentist carries out extraction and prepares tooth for shipment

 For parents  For Future Health

 For Dentist

After Tooth (falls out/extraction)



8. Call Future Health BIOBANK on **0800 954 5335** between 8am-8pm to arrange the collection



9. HCP/Phlebotomist to contact the client to arrange the blood collection



10. Receive the tooth



11. Sample identification, processing, testing, cryopreservation & storage of the sample takes place



12. 2-3 weeks contact client with the results, followed by notification in writing with a certificate



13. Send invoice for remaining payment to the client



14. Make the payment of the remaining balance



15. Receive CellTalk newsletter and email updates from Future Health BIOBANK



16. Call Future Health BIOBANK to find out about other stem cell services available

 For parents  For Future Health

Your detailed instructions

-  1. Order more information on tooth cell storage via our website www.fhbb.com or call **0800 954 5335**, our customer care department are available 24/7.
-  2. We will send you the information pack via email or if you would prefer a hard copy please let us know. Our Customer Care department are on hand 24 hours a day to answer any questions you may have about the service at any stage.
-  3. Once you have chosen Future Health BIOBANK as your stem cell storage provider, please complete the parent storage agreement and return to us with the initial deposit. Alternatively you can order the collection kit online at www.fhbb.com or call us on **0800 954 5335**.
-  4. We will arrange to send the collection kit to you at a time and date to suit you, this is usually delivered between **9am & 6.30pm** Monday-Friday, but we can send the kit to your home/work or an alternative address. Make sure once you receive the collection kit, you remember to take it with you when you go to the Dentists (if applicable).
-  5. Once you have signed up with us, we will inform the Healthcare Professional/ Phlebotomist that the donor's bloods will need taking in due course, so they are aware of this in advance.
-  6. If the wobbly tooth falls out at home, follow the instructions provided and place the shipping tube back in the collection kit. **Make sure the pathopak containing the blood tubes is removed and the box is security sealed.**
-  7. Once the Healthcare Professional/Dentist has extracted the tooth, they will place this into the collection kit and hand this back to you to arrange the collection. **Make sure the pathopak containing the blood tubes is removed and the box is security sealed.**
-  8. Call Future Health BIOBANK between 8am & 8pm on 0800 954 5335 to arrange the collection of the sample and we will arrange for our medically approved courier to come and collect the sample, just ensure the sample is kept at room temperature, until the collection kit is picked up.
-  9. Future Health BIOBANK will now inform the phlebotomist company that the tooth has been removed. Your details will be provided to them and they will contact you in advance to introduce themselves and arrange the collection of the donor's blood where and when it is convenient for you within 7 days.
-  10. Future Health BIOBANK will receive the sample back at our laboratory once it has been collected by the courier.
-  11. As soon as we receive the tooth sample it will be positively identified, processed, tested and the stem cells cryopreserved for long term storage at our accredited facilities.
-  12. Within 2-3 weeks of processing, our Customer Care department will contact you with the initial results of the sample. This will then be followed with a letter within 3-4 weeks, which contains the results of the blood tests and also a certificate.
-  13. We will then send an invoice with the remaining balance for payment, which can be paid in full over 6 or 12 monthly installments.
-  14. You must make the payment within 7 days of receipt of the invoice, unless you have arranged a monthly instalment plan. This can be discussed with the Customer Care or Accounts departments.
-  15. Future Health BIOBANK strives to be at the forefront of technology and likes to keep its clients informed of any research or ongoing trials regarding stem cells, so once a year we will send you a detailed newsletter, which we call our CellTalk and we regularly send emails to keep you in the loop.
-  16. Talk to Future Health BIOBANK about other services we offer. We are a family stem cell bank, who not only store stem cells from teeth, but also from cord blood, cord tissue, adipose fat and your immune system. Call us to request further information.