

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

### Pregnancy



**1.** Contact Future Health BIOBANK Ideally before 30 weeks of pregnancy



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



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



**4.** Organise Healthcare Professional/ Phlebotomist for the collection



**5.** Speak with Healthcare Professional/ Phlebotomist before the day so you are clear on the process and when to call them



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



For parents



For Future Health



### Birth

**7.** Healthcare Professional/ Phlebotomist will collect the cord blood and/or cord tissue



For phlebotomist

### Following Birth



**8.** Prepare the shipment for collection ensuring all paperwork has been completed



**9.** Call Future Health BIOBANK on **0800 954 5335** to arrange the collection



**10.** Receive the cord blood and/or cord tissue



**11.** Sample identification, processing, testing, cryopreservation & storage of the samples take place



**12.** 1-2 days 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



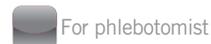
**16.** Call Future Health BIOBANK to find out about other stem cell services available



For parents



For Future Health



For phlebotomist

# Your detailed instructions



1. Order more information on cord blood and cord tissue storage via our website [www.fhbb.com](http://www.fhbb.com) or call **0800 954 5335**, our customer care 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](http://www.fhbb.com) or call us on **0800 954 5335**.



4. We will arrange for a trained Healthcare Professional/Phlebotomist to carry out the collection of the sample on the day, whether this is in the hospital or at home. Your details will be provided to them and they will contact you in advance to introduce themselves.



5. Ensure you have spoken with your Healthcare Professional/Phlebotomist before the day and have run through the process; this will make sure you are all clear on when to call the phlebotomist on the day to avoid any delays.



6. 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, an alternative address or during the weekend. Make sure once you receive the collection kit, you remember to take it with you when you go to the hospital.



7. On the day of the delivery ensure you have contacted your Healthcare Professional/Phlebotomist in plenty of time, so they are at the hospital/home before the baby is delivered.



8. Once the Healthcare Professional/Phlebotomist has collected the cord blood and/or cord tissue, they will place this into the collection kit and hand this back to you to arrange the collection. Make sure all the documentation has been completed and the box is security sealed.



9. Call Future Health BIOBANK between **8am & 8pm** on **0800 954 5335** to arrange the collection of the sample, but don't worry, if the baby is born in the middle of the night, just ensure the sample is kept at room temperature, until the collection kit is picked up. Please call us the following morning and we will arrange for our medically approved courier to come and collect the sample.



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 cord blood and/or cord tissue samples, they will be positively identified, processed, tested and the stem cells cryopreserved for long term storage at our accredited facilities.



12. Within 1-2 days 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 1-2 weeks, which contains the results of the maternal blood tests and also a certificate.



13. We will then send an invoice with the remaining balance for payment.



14. You must make the payment within 30 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 cord blood, but also from teeth, adipose fat and your immune system. Call us to request further information.