

Troubleshooting Tracker

Clinical Site Name: _____

Device Name: Visby Medical – Sexual Health Test

If a retest is required, obtain the leftover sample from the Visby collection media tube. If the leftover sample has been stored for ≤ 4 hours, then repeat the test with a new Visby Medical Sexual Health device. If the leftover sample has exceeded the storage recommendations (four hours at room temperature or under refrigeration), and/or if the sample volume is insufficient, collect a new sample and repeat the test with a new Visby Medical Sexual Health Test. If a retest continues to return an invalid result, collect a new sample and repeat the test with a new Visby Medical Sexual Health Test. If the positive or negative external controls fail, repeat the test with a new Visby Medical Sexual Health device. If a repeat test fails, please contact **Visby Medical Customer Support at 1-833-468-4729 (1-833-GoVisby) or email support@visby.com.**

Date, Time	Operator	Device Lot	Invalid Type	Issue
			<input type="checkbox"/> Red X <input type="checkbox"/> No Results Valid Spot <input type="checkbox"/> Other	
			<input type="checkbox"/> Red X <input type="checkbox"/> No Results Valid Spot <input type="checkbox"/> Other	
			<input type="checkbox"/> Red X <input type="checkbox"/> No Results Valid Spot <input type="checkbox"/> Other	
			<input type="checkbox"/> Red X <input type="checkbox"/> No Results Valid Spot <input type="checkbox"/> Other	
			<input type="checkbox"/> Red X <input type="checkbox"/> No Results Valid Spot <input type="checkbox"/> Other	
			<input type="checkbox"/> Red X <input type="checkbox"/> No Control/Valid Spot <input type="checkbox"/> Other	
			<input type="checkbox"/> Red X <input type="checkbox"/> No Results Valid Spot <input type="checkbox"/> Other	
			<input type="checkbox"/> Red X <input type="checkbox"/> No Results Valid Spot <input type="checkbox"/> Other	