

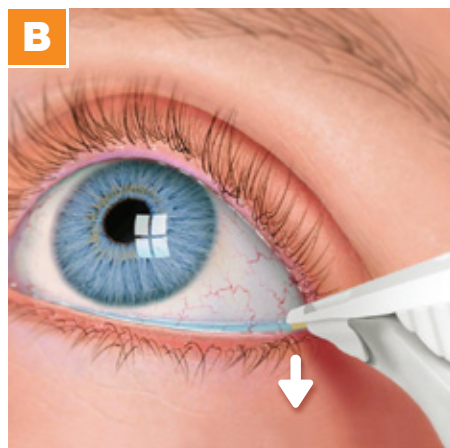
# TearLab® Collection Guide

## PATIENT PREPARATION



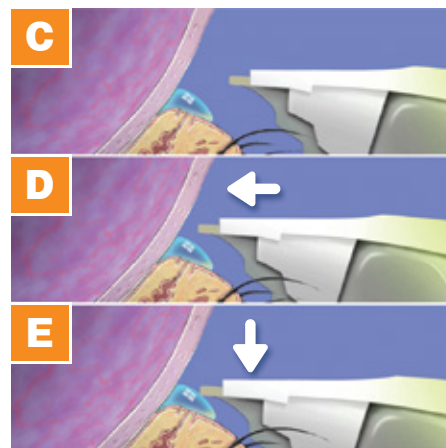
- Seat patient with head back and eyes upward toward the ceiling and away from the eye being tested. (A).
- **IMPORTANT: Do NOT pull the eyelid away from the eye; moving the lid down will break the tear lake and make collection difficult.**

## SAMPLE COLLECTION



- Ask the patient to blink 3 times, then move the pen into place.
- Lower the pen allowing the bottom of the tip to come into contact with the lower eyelid and the line of moisture along the inner eyelid margin (B).

## COLLECTION TECHNIQUE



- Move the tip beyond the eyelashes near the canthus (C & D).
- Avoid touching the sclera.
- Press down lightly with the pen on the lower eyelid to collect tears (E).
- Fluid is wicked upwards from the underside of the tip of the test card.

## DIFFICULT COLLECTION



- Allow patient to blink normally.
- If there is not enough tear to collect immediately, **do not peck.**
- Gently press down on the lower eyelid with the tip of the pen. Without removing it from the lid margin, slide the pen along the outer one-third of the lid margin until a tear sample is obtained (F).
- Poor tear collection technique can result in Below Range readings and the test should be repeated with a new test card.

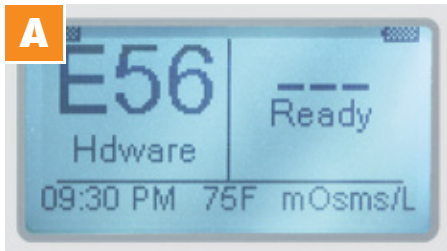


 TearLab®

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# TearLab® Basic Troubleshooting

## ERRORS



- Remove pen with error from reader and remove blue electronic check card (ECC) or test card if present (A).
- Re-dock pen and allow to charge for 5 minutes. A battery icon should appear to show pen is properly docked.
- Test ECC, if reading is  $334 \pm 3$  the pen is working correctly and should now be charged for 1 hour.
- If error returns, remove pen from reader again and reset pen (refer to next section).

## RESETTING THE TEARLAB PEN



- Place right-hand side of pen against magnet on side of test card tray or in magnetic sleeve and hold for 5 seconds (B).
- Remove pen from magnet. You should hear several “clicks”.
- When “clicks” stop, re-dock pen in reader cradle and allow pen to fully charge.
- Test using an ECC, if reading is  $334 \pm 3$  the pen is working correctly.
- If error returns, please contact TearLab Technical Support at 1-888-677-8327 and follow the prompts.

## HIGH OR LOW READINGS DURING QUALITY CONTROL TESTS



- Remove test card if present. Check gold pins on top of pen for damage - pins should be same shape, size and height.
- Enter correct calibration code, printed on top of test card, into reader after docking pen during test (C).
- Store control solutions at room temperature near the reader, and test cards in test card tray, to avoid damage.
- Leave system turned on 24 hours a day, 7 days a week. This ensures warm-up time never disrupts testing.
- System should be operated at room temperature between 68°-77°F (20°-25°C).

## “BELOW RANGE” OR “ABOVE RANGE” DISPLAYED DURING PATIENT TESTS



- Ensure that all guidelines listed in the previous section are being followed.
- Do not test patients if they have used therapeutic eye drops within the last 2 hours.
- Do not test patients if you have administered anesthetic or dilating eye drops within the last 15 minutes.
- For further guidance regarding tear collection refer to the TearLab Collection Guide on the reverse side or view the training video “TearLab How to Test” on TearLab.com.