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1.The Office

Opening

We generally don't get much foot traffic, but we hope to have the office open from about 9am to 4pm.

Internet

We currently share internet with Mediastreet downstairs.

SSID: Mediastreet

Pass: LightsCameraAction

The printer is Brother DCP-L2550DW, and it can be added as the default printer through Windows.

Supplies

We don't have a current supplier of Office sundries – we generally pay for things out of pocket and submit receipts for expenses. We try to be cost conscious. Since the office is only partially open, we really only supply for ourselves, which generally means soap, toilet paper, paper towels, coffee, tea, etc. There is a microwave, coffee maker and a small bar fridge.

Please note – the large fridge is not for food – that is our lab storage fridge, because it has a freezer.

There is a vacuum underneath the bathroom sink. Garbage and recycling go into the bins in the parking lot.

Arrangement of Furniture

Please feel free to re-arrange the office as you see fit – in fact, we could use the help with it. As part of this task, we would like to see an inventory of assets done, and discard broken or useless furniture.

Closing

Our office door only has a knob lock on it, so it can be locked without keys – please be aware of the state of the lock when you leave the office, as we have had instances of people locking themselves out, and their keys in. The ground entrance lock requires that the Allen key be turned to the open position in the morning, and then turned to the locked position at night.

Answering the Phone

We are going to use iPlum and a cellphone, to maintain mobility without incurring costs. To begin, we'll start with a mobile phone using the iPlum app for wifi answering and calling.

Login

<https://my.iplum.com/#/signin>

User: +15195516302

Pass: my2083

We have 3 phone numbers.

833-819-9048 This is our main 800 number, and what is currently on the website.

226-400-0009 This is a local number, and one that we want to transition to using for testing inquiries.

226-400-0102 This is our fax number, and where results of PCR testing arrive.

We would like to have the phone answered during business hours, as most of the phone calls are related to testing, and the related questions and booking – skillfully handling these calls should lead to a booking

Accounting

We use QuickBooks for accounting. An account has been set up for you, and details should be in your email. Our main account is reconciled, and just needs to be kept up to date. Our invoices and bills need to be double checked for the proper taxes being applied.

Payroll is every 2 weeks. Our Nurses are general independent contracts for insurance reasons, and are paid by cheque after they submit an invoice. We keep employees and contractors on the same 2-week cycle.

Document Storage and Creation

We use GSuite for our documents (docs, sheets, etc) and Gdrive for our document storage. As you need access to things, I can open up the required areas to you. We strive to be cloud based and paperless, so we use our Gsuite quite extensively.

Travel Testing

Wix

Our website is run by Wix. You can sign up for our site, and I will move you into the Admin category, which will give you access to notifications of form submissions, and be able to see, read, and reply to emails.

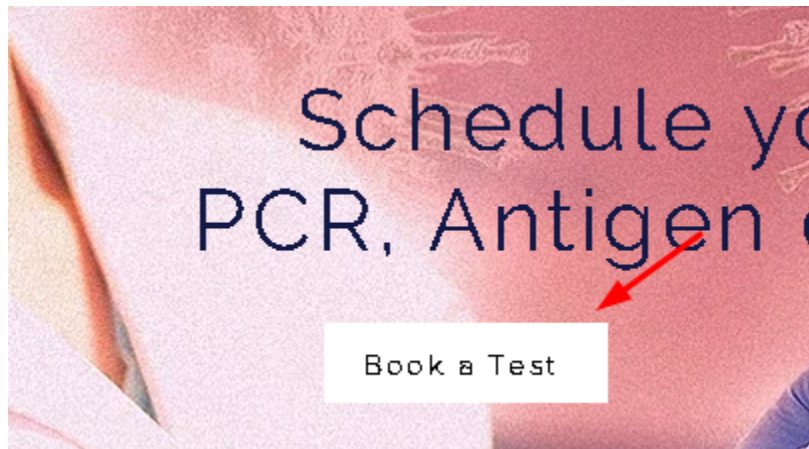


Click on the login button, and go through the process of signing up for the site. I will get and approve the request, and make you an admin. Once an admin, you'll start receiving notifications of form submissions, and can reply to questions. You'll also be able to approve corporate clients and move them into the appropriate memberships.

Public Testing – Front End

Customers book appointments at audaciapass.ca in 3 steps

1



2



3

IDA Pharmacy

3211 Sandwich St,
Windsor, ON
N9C 1A9



IDA Pharmacy

[Sign in](#)

[Select service](#)

Select date and time

Enter your details

Select one or more services

COVID-19 Molecular Testing



\$199.00 · 15 minutes · [More info](#)

They then receive an email and a text confirming their appointment. When they arrive the day of their appointment, they sign a testing agreement, get their test. If it is a PCR test – the nurse fills out the requisition, does the swab and drops those off at the lab. The lab processes them, and sends a notification to the customer that their lab results are ready. The customer logs into Medlabs portal using an email and an access code provided at the time of test. We get bulk faxes of results. We use the results to validate the test, and issue a certificate, if they have paid for one. If they did not pay for a certificate, the transaction is completed once we receive the faxed results.

Corporate Testing – Front End

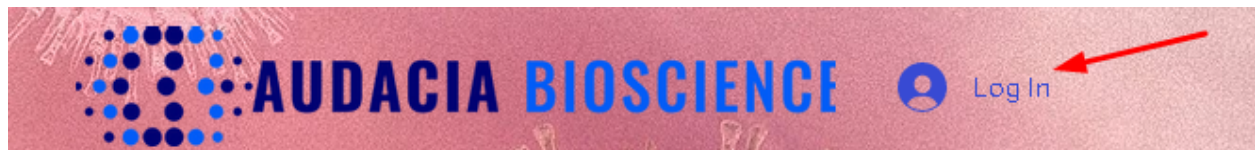
This is a copy of the instructions sent to corporate clients

Welcome to AudaciaPass!

This document outlines the steps required to sign up for, and book your corporate COVID Antigen test through our website. If you are experiencing any issues or problems, please contact us directly at booking@audaciabio.com, or by calling 833-819-9048

Become a Member.

Navigate to audaciapass.com and select the option to Log In in the top right corner.



Select the “Sign Up with Email” option

(please note that if your organization uses Gsuite to administer emails, you can sign in using your corporate email via google.)

Sign Up

Already a member? [Log In](#)



Sign up with Facebook



Sign up with Google

or

Sign up with email

☒ Join this site's community. [Read more](#)

Email

youremail@corporation

Password

|

Sign Up

Enter your corporate email, and create a secure password. Please note that this is a manually administered process and we can only approve corporate clients. If for some reason you need to register with an email other than your corporate domain, please contact us to approve the request. Signups from approved corporate domains are approved by default.

Once your account is approved, you will receive a welcome email:

Thanks For Joining!

Hi, Thank you for signing up with Audacia Bioscience to book a COVID-19 test. You can visit our site at any time to get started.

[Book Now!](#)

There are a few things that you need to know for your COVID-19 test.

- Please be on time for your appointment.
- Please wear a mask, sanitize your hands and be respectful during the process.
- Please complete the pre-screening survey [HERE](#) on the same day as your test.
- Please remember that your results are available with 2 factor authentication. A piece of paper you receive on the day of the test, and the email address you used to book the test. You must have both to access your results.
- Please email us with any further questions covidtesting@audaciabio.com.

To book a test right away, you can click on the “Book Now” option, or visit our site at your convenience to schedule an appointment.

Scheduling an Appointment

After selecting “Book Now” you will see 2 options – Select the “Login Here” button



If you have not already logged in, you will be prompted to do so. Once you are logged in, you will see the option to select free corporate testing:

I

IDA - Corporate Testing

Sign in

Select one or more services

Corporate Antigen Testing

Free - 15 minutes

☐

Once you select and hit continue, you will be given a calendar of dates and times to select from:

Select your preferred date and time

<

March 2021

>

S	M	T	W	T	F	S
28	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Morning

9:00 am	9:15 am	9:30 am	9:45 am
10:00 am	10:15 am	10:30 am	10:45 am
11:00 am	11:15 am	11:30 am	11:45 am

Afternoon

12:00 pm	12:15 pm	12:30 pm	12:45 pm
1:00 pm	1:15 pm	1:30 pm	1:45 pm
2:00 pm	2:15 pm	2:30 pm	2:45 pm
3:00 pm	3:15 pm	3:30 pm	3:45 pm
4:00 pm	4:15 pm	4:30 pm	4:45 pm

Finally, enter your details for the test booking. Please note that the phone number, and email address you enter are the ones that will be used to send confirmations of appointments. If

there are any special instructions, enter them in the appointment notes. Click on book appointment, and you're done!

You will receive a confirmation email, and a confirmation text. A second reminder will arrive as your appointment gets closer.

Jonathan Brooks
jonathanhbrooks@gmail.com
519 992 3525

Thursday, March 18, 2021
IDA - Corporate Testing
3211 Sandwich Street
WINDSOR, ON N9C 1A9
(833) 819-9048

[View on calendar](#)

[View customer details](#)

Jonathan Brooks is also scheduled for:

Corporate Antigen Testing
Registered Nurse · 9:15 AM



Hi Jonathan, your appointment with IDA - Corporate Testing on 3/18 at 9:15 AM EDT has been accepted. View details at squareup.com/u/FoG6fh5f

Travel Testing – Back End

The back-end process is mostly the same for corporate and public travel testing.

We use square to manage our booking and payments.

www.squareup.com

user: jon@audaciobio.com

pass: @ud@ci@b!0

Once you log in – the appointments section is where you're headed.

Team

Customers

Appointments 

Items

Once in appointments, head to calendar to see the visual representation of bookings.

Overview

Calendar 

Online Booking ▾

Services

	Sun 03/28	Mon 03/29	Tue 03/30	Wed 03/31	Thu 04/01	Fri
All Day						
10 AM		10:00 AM Tiffany Di...		10:00 AM Sireen ... ?	10:00 AM Fayzeh Alt...	
		10:15 AM Amanda Langlois		10:15 AM Naya S... ?		
				10:30 AM Talal S... ?		
		10:45 AM Fadia Amr...	10:45 AM Adam F... ?	10:45 AM Talya S... ?		
11 AM		11:00 AM Talal Amrou				
		11:15 AM AHAANA K...	11:15 AM Sijia Liu ?			
		11:30 AM VARUN KA...				
		11:45 AM Apiti Bhasin				
12 PM		12:00 PM Elizabeth ...			12:00 PM Drew Gaughan	
		12:15 PM PARVINDE...	12:15 PM Jason Gendreau ✓			
		12:30 PM JENISH VI...				
		12:45 PM Abraham ...				
4 PM						

To access a customer, click on their name. From there, you can edit the transaction – you can also drag around appointment slots to reschedule them. When you move a timeslot, you'll be asked if you want to send an updated notification, you should select yes, email AND text – but not if you haven't spoken to the customer first. Some people are booking their appointments around their flights and schedules, so we confirm the time change before we make t.

Results and Creating Certificates

Antigen and Antibody Tests

The certificates for antigen tests and antibody tests are done onsite by the nurse, using the same tool. If there is an issue post certificate, we can go in, correct the error, and reissue the certificate.

PCR-RT

We get results faxed to us. Our samples are submitted to the lab by 4pm each day, and we generally get results before midnight, in batch faxes. Faxes come into iPlum (see above) and you can access them by selected Fax from the left side menu. Once in faxes, select received, and click on the down arrow to download and view the fax. You can then delete the fax from your local machine, but leave a copy on the iPlum site. Faxes are archived weekly.

MedLabs

In the event we do not receive results, we have a contact at Medlabs. Phil can arrange an introduction, and provide the phone number. The system they use is auto fax, so sometimes things get stuck or not sent – it's a first thing in the morning step to match up yesterday's tests with results and make sure that we have all the results. It's a general rule of thumb that if we have results, customers have results, if we don't have results, we have to assume customers don't have results either. Medlabs will text or email customers that their results are ready, and then they'll log in to receive them using an access code. We try to consolidate issues into a single phone call, so we stay on good terms with Medlabs, they've been an excellent partner to date.

Here is our certificate generating tool

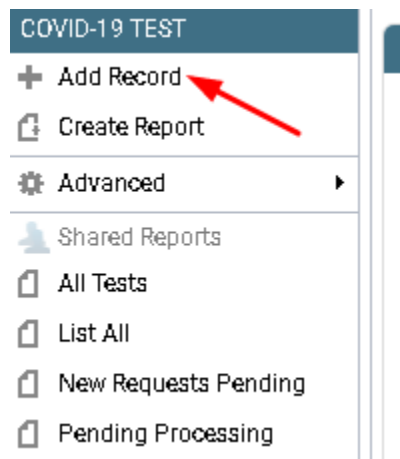
<https://audacia.auxiliumgroup.com/#home=323>

username: phillip@audaciabio.com

pass: test123

Currently, it is possible for customer to fill this portion in on the website themselves, so that we only have to add the test results and verify the info submitted against the test results, however, we have not improved the website flow, or customer service aspect to get in front of these requests, this is something that you can spearhead.

Select Add Record



[Previous](#)
[Next](#)

Last Name *

First Name *

Gender *

PassPort #

Email *

Date of Birth
Month *
Day *
Year *



Fill in the details and hit submit (note the birthday is a placeholder for now, as we don't capture this info in square, we only capture it in the req form, and return it on the lab results).

Once submitted, this opens up the area for test results.

ADMIN

Collection Date

PCR

Antigen

Antibody

Test Completed

Expires

Transaction ID

Which we fill in and hit send results. This generates the certificate and displays it. Once over the certificate to make sure it's all correct, then to ACTUALLY EMAIL THE CERTIFICATE, YOU HAVE TO CLICK THE SAVE BUTTON!

« Previous » Next »



AUDACIA BIOSCIENCE
880 North Service Rd, Windsor, Ontario, Canada. Phone: +1 833 819 9048
www.C19Tests.ca

Transaction ID: TNOT PROVIDED000348
NAME: TEST, Embassy
Passport Number: NOT PROVIDED
Date of Birth: July 10, 1989
Gender: Male
Collection Date: 2021-03-22



Location: Sunrise Pharmacy
IDA Sunrise Pharmacy
3211 Sandwich St
Windsor, Ontario
Test administered and verified by Audacia Bioscience
Processing Laboratory:



This auto sends a copy to us, and the customer.

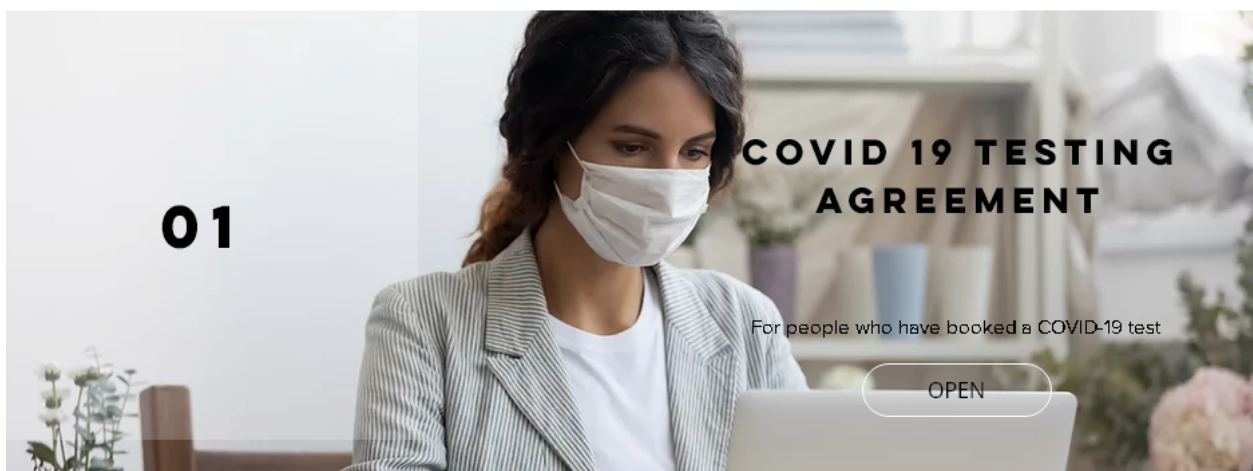
Nurses and Contractors

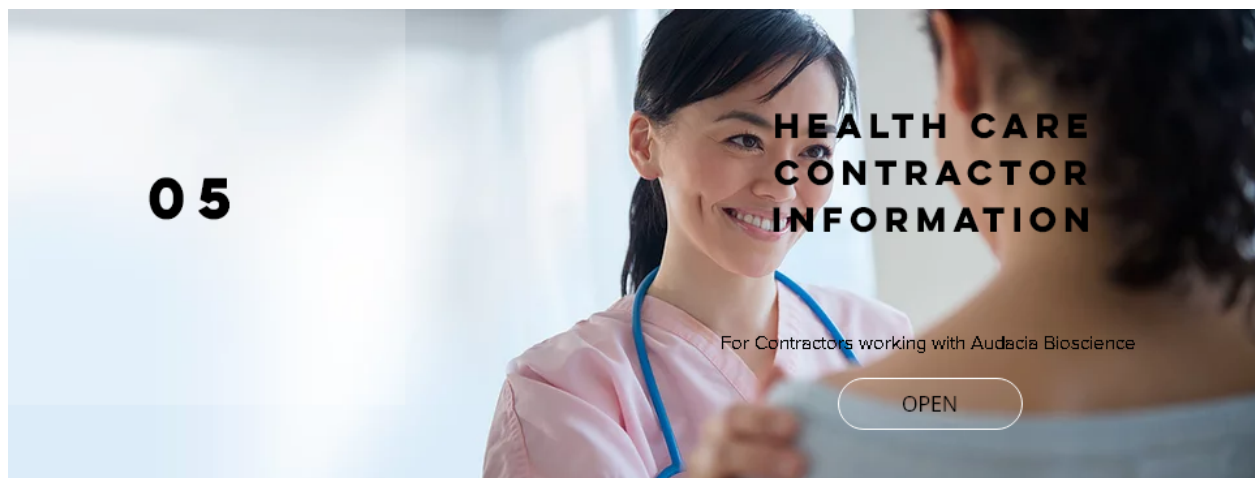
We have 3 nurses currently, Chi, CarrieAnn, and Deji. Chi is the primary nurse, and Carrie Ann and Deji are backup for when we get busy, or need multiple nurses. They are general contractors, and manage their own square calendars. We provide administrative support, and give them what they need to move people through the testing efficiently and smoothly. There is a biweekly meeting at 330 on Tuesdays and Thursdays currently, to touch base with them, and get feedback from the field and implement any ideas or needs they have.

Paperwork and Forms

Most of the paperwork required is available on the website. Once you've created your login and been give the correct access, you'll find everything available under forms and resources on the website.

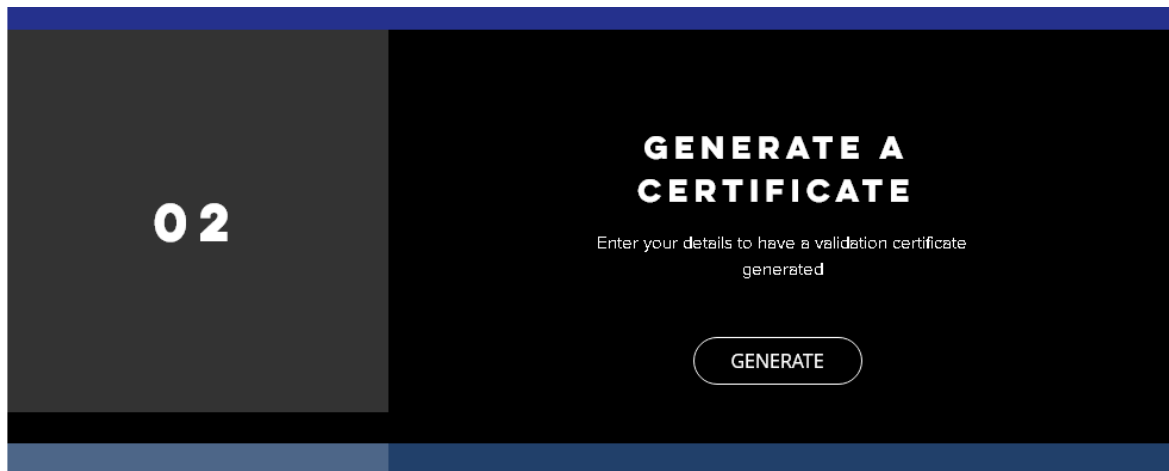
Testing agreement that must be signed before getting a test





This is where you can find the link to generate a certificate, and other forms. This section is restricted access, and not publicly available. It is not currently as up to date as it should, it will be updated this week.

In the left-hand menu of the site, you'll also see Travel Certificates as an option – this is where customers can go and submit their own information for generating a travel certificate (last name, first name, passport, dob, and email)



Both of these content holders will be streamlined into one option very shortly.