WELCOME PACKAGE

Contents

1   Welcome

Thank you for joining Oneworld Accuracy. You are receiving this Welcome Package because you have enrolled in EQA programs with us.

This Package contains a quick user guide to OASYS (Oneworld Accuracy System) so you can register your systems and keep them current, submit your EQA results and access your performance reports.

1.1   Contact + Support Information

Website	www.1wa.org
Email	support@1wa.org
Support Centre	https://oneworldaccuracy.zendesk.com/hc/en-us
Phone	1.800.665.2575 (US + Canada) +1 604-222-3900 (International)
Fax	1.800.665.5949 (US + Canada) +1 604-222-3901 (International)
	http://www.linkedin.com/company/oneworld-accuracy
	https://www.instagram.com/oneworldaccuracy
Mail – Canada | International	Oneworld Accuracy 9-8980 Fraserwood Court, Burnaby, BC Canada V5J 5H7
Mail – United States	AccuTest PO Box 71699, Chicago, IL, USA 60694-1699

For participants outside of Canada, US and not part of Oneworld Accuracy International, please contact your local Oneworld Accuracy EQA provider.

2   OASYS (Oneworld Accuracy System)

All of our programs are managed on OASYS, an online informatics system that we operate, host and continually improve based on the feedback from participants like you.

You do not need to download OASYS, as the platform is readily available online and works best with the Mozilla Firefox and Google Chrome web browsers. Simply log in with the username and password provided to you during your enrollment to access the platform and start managing your EQA. If you

do not yet have your login details, contact the primary contact of your laboratory or facility so they can add you as a contact, or access our Support Centre for more assistance.

3   AccuTest

AccuTest provides Oneworld Accuracy programs to American participants. AccuTest is a not-for-profit EQA (proficiency testing) provider and co-founder of the Oneworld Accuracy Collaboration. AccuTest is also fully credentialed and accredited by the US Centers for Medicare and Medicaid Services (CMS), the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the Commission on Laboratory Accreditation (COLA) and state regulatory agencies.

4   Enrollment Flowchart

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5   Participant Standard Terms

These Standard Terms apply for all participants in Oneworld Accuracy programs provided by all Members of the Oneworld Accuracy Collaboration.
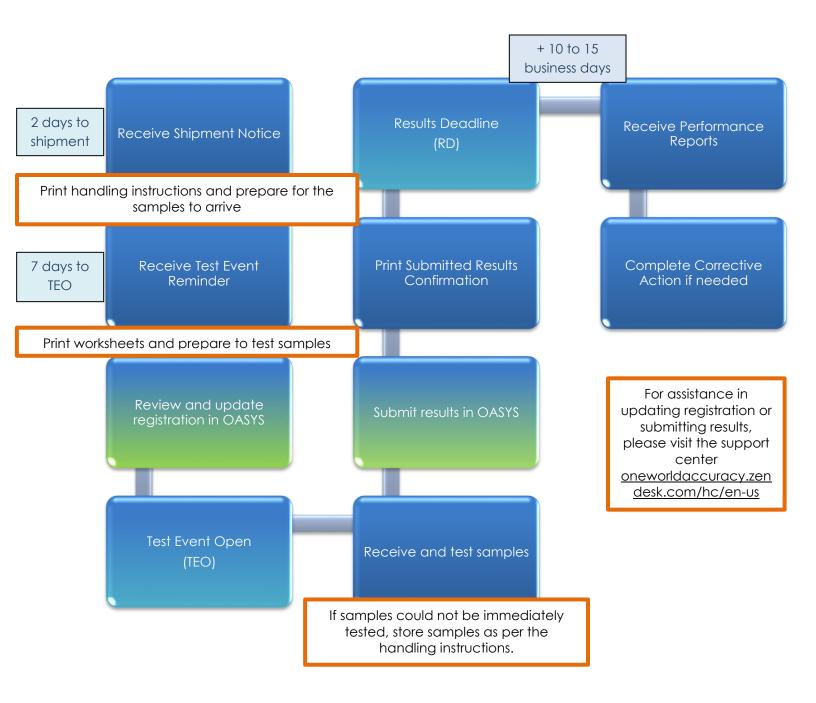
1. By placing your order or participating in programs, you agree to these Standard Terms.

2. Contact us for pricing. Prices include shipping charges for orders within continental US and southern Canada. All other orders are subject to additional shipping charges. Prices exclude any applicable taxes, which are your responsibility.

3. Unless specified otherwise, payment is due net 30 days after receipt of our invoice. Overdue accounts may bear interest at the rate specified on our invoice. We reserve the right to require payment prior to shipment and to withhold shipments and/ or performance information for overdue accounts.

4. You may cancel programs for which we have not yet shipped samples by providing at least 60 days notice before the test event open date by using our standard administration form. We will provide a credit note (or refund) of 90% of your purchase price pro-rated by remaining test events. Any annual registration fees are non-refundable.

5. Samples may require import permits. You are responsible to obtain all required import permits to ensure timely customs clearance and delivery. Contact your local authorities to determine import permit requirements.

6. You may request replacement samples by using our standard administration form. Missing samples or samples compromised during shipment will be replaced at our cost. Samples compromised due to missing or incomplete import permits or customs delays and samples compromised after your receipt will be replaced at your cost based on the prevailing program cost pro-rated by test events plus any applicable shipping charge.

7. Samples may contain pathogenic materials. You assume all risk and responsibility for the proper receipt, handling, storage, testing and disposal of samples and all associated reagents and consumables used in the testing process.

8. Samples, their progeny, unmodified derivatives or modifications thereof may not be transferred or incorporated into a product intended for sale.

9. You may exclude evaluation for a single test event by providing at least 60 days notice before the test event open date by using our standard administration form. Exclusions do not qualify for a credit note (or refund).

10. We reserve the right to not offer programs with less than 10 participants by providing you notice and a full refund.

11. Our sole and exclusive liability arising from your sample set order shall be limited to a refund of your purchase price.

6   Test Event Flowchart

+ 10 to 15 business days

2 days to shipment	Receive Shipment Notice	Results Deadline (RD)	Receive Performance Reports

Print handling instructions and prepare for the samples to arrive

7 days to TEO	Receive Test Event Reminder	Print Submitted Results Confirmation	Complete Corrective Action if needed

Print worksheets and prepare to test samples

Review and update registration in OASYS

Submit results in OASYS

For assistance in updating registration or submitting results, please visit the support center oneworldaccuracy.zendesk.com/hc/en-us

Test Event Open (TEO)

Receive and test samples

If samples could not be immediately tested, store samples as per the handling instructions.

7   Retrieving your Username and Password

Every new user will receive an email with their username and instructions on how to set up their password. In case you have forgotten your password or need a new one, please use the link below for instructions on how to retrieve your username and password.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/213780323-Retreiving-your-Username-and-Password

7.1   Contact Types

OASYS supports these four Contact Types:

Contact Type	Responsibility
Primary Contact	One Primary Contact per organization. This contact can add / modify / remove Reporting Contacts.
Shipping Contact	One Shipping Contact per subscription. This contact receives the Shipment Notice, Test Event Reminders and Renewal Notices via email and is also the main contact for receiving the samples onsite.
Reporting Contact	Any number of Reporting Contacts per subscription. These contacts can view and generate the instructions and worksheets, complete registration, submit results and download reports. They will also receive the Test Event Reminders via email.
Billing Contact	One Billing Contact per subscription. This contact receives the invoices for the EQA subscriptions and the Renewal Notice via email.

8   Completing your Registration

Once your subscriptions are added to OASYS and your user account has been setup, you can login to OASYS and register the instruments and analytes for your subscriptions. Please use the link below for instructions.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/212180586-Updating-Reagent-and-Instrument-Information-

8.1   What if your test does not require an instrument?

OASYS requires an instrument for most programs. If you are not using an instrument but instead are using a kit or a manual method to interpret your results, you will need to indicate 'Manual Determination' as your instrument. Please use the link below for instructions.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/213757423-Completing-your-Registration-when-using-Manual-Methods

8.2   Adding / Updating Analytes

If you are testing an analyte that does not appear on the results submission page but is available in the program, you need to update your registration profile before you can submit results for that analyte. Additionally, you will also need to update your registration profile if analytes appear on the results submission page that you are not testing. Please use the link below for instructions.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/213757343-Adding-and-Deleting-Analytes

8.3   Updating your Registration for Programs with Assays

You can add, modify or delete assays for programs with assays. Please use the link below for instructions.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/213761903-Completing-Registration-for-Programs-with-Assays

9   Shipment Notice

OASYS sends a Shipment Notice via email to all Shipping Contacts. The shipment schedule varies by your location. Shipments to Canadian + American participants are sent 1 - 2 days before TEO (test event open). Shipments to International participants are sent 5 - 12 days before TEO. The Shipment Notice includes Instructions and Worksheets so you can update your registration, get ready for the upcoming Test Event and get ready to receive your samples.

10   Test Event Reminder

OASYS sends a Test Event Reminder via email to all Reporting Contacts seven days before TEO (test event open). The Test Event Reminder includes Instructions and Worksheets so you can update your registration and get ready for the upcoming Test Event.

10.1 Printing your Worksheets

You are recommended to record your test results on the Worksheets provided for each subscription, prior to submitting the results online. Worksheets are included with the Shipment Notice and Test Event Reminder and can also be downloaded on the Test Event Dashboard in OASYS. Please use the link below for instructions.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/212195366-Obtaining-Instructions-and-Worksheets

11 Test Event Open

All Test Events open on Wednesdays at 12:01 AM your local time. Upcoming test event dates will be communicated to you via the Test Event Reminder, provided that your laboratory is enrolled in the said test event. For other test event dates, please consult the Catalog section of our website.

12 Receiving, Storing + Handling Samples

Samples will be received on or before the TEO (the test event open). Test your samples immediately upon receipt. However, if you are unable to do so, follow the instructions on how to store and handle your samples. These instructions are included in the Shipment Notice and Test Event Reminder emails sent prior to the test event and can also be downloaded from the Test Event Dashboard in OASYS. Please use the link below for instructions.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/212195366-Obtaining-Instructions-and-Worksheets

13 Testing Samples

When you participate in our programs you must agree to the First Principle. The First Principle stipulates that you must test EQA samples and report results exactly as you would for patient samples.

Our programs are designed to assess how you test patient samples and report results. They are intended to be educational in nature so that if problems are identified, they represent an opportunity for you to improve the quality of your patient testing. We strive to help you so that all of your patients receive accurate, clinically relevant and timely results.

Your commitment to the First Principle ensures that our programs can be a reliable measure for how you test patient samples and report results.

14 Submitting Results

Before submitting results, ensure that your instrument and reagent information is complete. For more information on how to update this information please see section 8 above. Once your instrument and reagent information is complete you may submit your results. Please use the link below for instructions.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/213761963-Submitting-Results

For help with submitting results for programs with assays, please click on the link below.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/213780483-Submitting-Results-Programs-with-Assays

15 Printing your Results Confirmation

Once you have submitted your results you can print or email a confirmation of submitted results to the email address linked to your account. Please use the link below for instructions.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/212208706-Obtaining-your-Submitted-Results-Confirmation-

16 Results Deadlines

All Results Deadlines are Wednesdays at 11:59 PM your local time. Result Deadline Reminders will be emailed to you to remind you of the deadline before the test event closing date.

17 Results Evaluation Process (REP) + Performance Reports

No changes can be made after the Results Deadline. The REP (Results Evaluation Process) is completed within the 10 to 15 business days following the result submission deadline. OASYS sends Performance Reports to Reporting Contacts via email, once the REP is completed. Performance Reports are available on OASYS for two years. Please use the link below for instructions on how to access you Performance Reports.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/213784823-Accessing-your-Performance-Reports

18 Performance Report + Peer Group Evaluation

Most analytes are evaluated using a peer group analysis. The acceptable range is calculated by using the peer group and a certain allowable limit as established by the evaluation criteria stated on the

Performance Report for that analyte. If your results fall within the range, you will receive an acceptable (ACC) grade. If your results fall outside of the range, you will be given an unacceptable (UNACC) grade and corrective action may be needed.

The Participation Statistics Report lists the statistics of each peer group including the acceptable ranges. Please use the link below for instructions on how to access your Participation Statistics Report.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/213784823-Accessing-your-Performance-Reports

19   Using the Participation Statistics to Evaluate your Results

If you fail to submit your results by the results deadline, you may use the Participation Statistics to self-evaluate. Once the Performance Reports are available, compare your results with the acceptable range or reference values for your peer group by using the Participation Statistics Report. Please use the link below for instructions on how to self-evaluate using your Participation Statistics Report.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/212208846-Self-Evaluating-Your-Results-

20   Corrective Actions

If you receive an unacceptable grade (UNACC) you may need to take corrective actions. Please review your Performance Report and follow the corrective actions as required by your oversight body. If a re-evaluation is needed please fill out the sample order request form and submit it by email to support@1wa.org or by fax at 1-800-665-5949 (Canada + US) or +1 604-222-3901 (International).

Please use the link below to access our troubleshooting guide. This guide is for educational purpose only; it should not be used as step-by-step instructions but instead should help kickstart your problem-solving with tips to detect trends and suggestions for improvement.

https://oneworldaccuracy.zendesk.com/hc/en-us/articles/213784943-Troubleshooting-your-Results

21   Sample Order Request Form for a Re-Test

If you would like to re-test samples to complete your corrective action plan, please contact us to order a new set of samples. An email should be sent to your local Oneworld Accuracy EQA provider to request a replacement set of samples. Please note that samples will be sold based on availability.