

DCLS / Virginia Early Hearing Detection and Intervention (VA EHDI) congenital Cytomegalovirus (cCMV) Screening Frequently Asked Questions (FAQs)

General

1. What are the qualifying factors for a child to have a cCMV screen done?
Per legislation as of September 1, 2020, any child who fails the final hearing screen at birth and is 21 days of life or younger, this child should receive a cCMV screen prior to hospital discharge.
2. Are there any education materials hospitals should provide to parents of children screened for cCMV?
When a child is screened for cCMV hospitals should ensure that the family is provided the "What do you know about CMV?" brochure:
<https://www.vdh.virginia.gov/content/uploads/sites/109/2020/08/What-Do-You-Know-About-CMV.pdf>. This brochure will be mailed to all hospitals on a quarterly schedule. If your hospital is running low prior to your next shipment please email us at va_ehdi@vdh.virginia.gov to request more to be sent to your facility.

Sample Collection and Collection Kits

3. How will the cCMV screen be collected?
All cCMV screening will be conducted using a buccal swab. For information on how to collect the sample and additional information on storage and transport please review Part 2 of the cCMV screening training series at:
<https://www.vdh.virginia.gov/early-hearing-detection-and-intervention/training/>.
4. What materials will be needed for cCMV screening?
DCLS will provide all materials required for cCMV screening.
Each hospital has been provided with 4 Coolers, 4 Ice packs, and 10 collection kits to get started. Collection kits contain Biohazard bags, Swabs and VTM.
It is important that you use the swabs and VTM provided by DCLS. Other swabs and VTM may be rejected.
5. What do we do when our DCLS provided materials are running low?
If your DCLS provided materials are running low or if your cooler is damaged or lost, please contact DCLS (804) 648-4480 (ext 104) or send an email to DCLS_SSSKits@dgs.virginia.gov to order more.

Sample Submission

6. Once the swab is collected, what are the next steps?
Once a sample is collected it should be sent via courier to DCLS for testing within 24 hours of collection.
 1. Place swab in tube in biohazard bag (provided by DCLS), ensuring tube is labeled appropriately with a hospital chart label.
 2. Seal bag by removing adhesive strip and pressing adhesive to the plastic bag.
 3. Generate and print cCMV submission form from the Virginia Infant Screening Infant Tracking System (VISITS) . For instructions on how

to utilize VISITS view Part 3 of our cCMV training series at:
<https://www.vdh.virginia.gov/early-hearing-detection-and-intervention/training/>.

4. If the child has a different legal name than the name displayed on the chart label, place another label in the corner of the VISITS order form. For example, if the hospital label being placed on the tube has a name different from that in VISITS, please add a hospital label to the VISITS printed form so that the names can be reconciled during accessioning.
 5. Insert completed submission form into pocket on front of biohazard bag.
 6. Refrigerate sample until closer to the time for courier pick up. Place bag containing tube and form on frozen ice pack in cooler (provided by DCLS). Note - the courier may arrive any time after 5PM, so when in doubt, place the cooler with ice pack and sample in the courier pick up location by 5PM.
 7. Enter the pickup into Accurate Courier Express that you have a clinical cooler to be picked up.
 8. Place cooler in courier pick up area near courier pick up time.
 9. Check to ensure sample was picked up after courier visit. If not, return swab to the refrigerator until next courier pick up. It is imperative that the sample remain cold from collection to testing. Please ensure the ice pack is completely frozen when packing the cooler. Samples received with ice packs that are not cold will be rejected.
7. How do hospitals gain access to the courier system to request pickup?
Please contact DCLS for access to the ACE system by emailing Terri.Harper@dgs.virginia.gov.
8. How will the courier know where to find the sample?
The courier only picks up at ONE site per hospital. The sample (in a cooler with a frozen ice pack) will need to be delivered to the courier pick up site within your hospital prior to the courier's arrival.
9. How do hospitals gain access to VISITS?
In order to obtain access to VISITS:
1. Complete the Hospital Hearing User Access Form and the Access and Confidentiality of Records Agreement forms which can be accessed on our website: <https://www.vdh.virginia.gov/early-hearing-detection-and-intervention/tracking-system-visits/> or you can email va_edhi@vdh.virginia.gov to request the forms.
 2. Submit completed forms to va_edhi@vdh.virginia.gov or by fax 804-864-7771.
 3. Once access is granted you will receive an email with a username and instructions on how to access your temporary password.
10. How can a sample be submitted when VISITS is down?
A paper form may be downloaded from the DCLS website link below. Samples should be submitted with a paper form ONLY when VISITS is down.

<https://dgs.virginia.gov/division-of-consolidated-laboratory-services/resources/submission-forms/>

11. Once cCMV screening swabs are sent to DCLS, when and how can we expect the results?

All results will be provided to the hospital within 24 -72 hours electronically through VISITS generated reports. All VISITS generated reports can be downloaded and printed for hospital records. For information on how to access reports in VISITS please review Part 3 of our cCMV training series at: <https://www.vdh.virginia.gov/early-hearing-detection-and-intervention/training/>.

Sample Rejection

12. My sample was rejected due to improper shipping conditions. What does that mean and how can I prevent it from happening again?

Samples must remain cold from collection through testing. Samples that arrive at DCLS without an ice pack, or with a room temperature ice pack will be rejected as they do not meet the testing criteria. To prevent this from happening again, please be sure to pack the cooler with a frozen ice pack just before courier pick up.

Other

13. If hospitals have additional questions not addressed here who do they contact?

For additional information please review our cCMV training series at: <https://www.vdh.virginia.gov/early-hearing-detection-and-intervention/training/> and review the hearing targeted cCMV protocols at: <https://www.vdh.virginia.gov/content/uploads/sites/109/2020/07/EDHI-Protocols-cCMV-Testing-NEW.pdf>.

Please contact the VA EHDl program at va_ehdi@vdh.virginia.gov for all questions.