For providers

12 Questions to Ask Any Biologics Supplier

Before you order exosomes or Wharton's jelly from anyone, including us, get clear answers to these. A good supplier answers all twelve in writing without hesitating.

1. **Are you an FDA-registered tissue establishment?**
   You can check it yourself in FDA's online HCT/P establishment registration search.
2. **Which standards do you follow?**
   Ask about AATB (American Association of Tissue Banks) and AABB guidelines, and any accreditation.
3. **How are donors screened and tested?**
   Who is eligible, which infectious-disease tests are run, and how consent is handled.
4. **Where is it made?**
   Ask for the cleanroom class and whether the facility follows cGMP.
5. **Who tested this lot: a third-party lab or you?**
   Get the lab's name. In-house paperwork isn't independent proof.
6. **Does the COA lot number match the vial in my hand?**
   A certificate for a different lot tells you nothing about yours.
7. **Where are the sterility and endotoxin results for this lot?**
   Ask which test method was used for each.
8. **How was it characterized?**
   For exosomes: how particles were counted and identified, and by whom.
9. **How is it shipped and stored?**
   Temperature, validated containers, shelf life, and how to handle it once it arrives.
10. **How do you describe its regulatory status and intended use, in writing?**
    Read the label and instructions for use. Your marketing has to match them.
11. **What training and clinical support come with it?**
    Protocols, certification, and a physician you can call on complex cases.
12. **What happens if an order arrives wrong or damaged?**
    Ask how orders are checked before they ship and how replacements work.

Want our answers to all twelve? Call or text Bob at 847-969-5797, or email bob@getresultsmed.com.

Bob Hoffman · Get Results Med · Authorized Platinum Biologics distributor

bob@getresultsmed.com · 847-969-5797 · getresultsmed.com