



# Are Vital Tears Right for You?

At Vital Tears, our mission is to make serum tears **easily available** and **affordable** for every patient.

## How Do I Get Vital Tears?



### TALK WITH YOUR PHYSICIAN

Your physician will discuss the benefits of serum tears and the options available to you. If you are a good candidate for serum tears, your physician will order Vital Tears through our online ordering system.



### GET YOUR BLOOD DRAWN

We have a network of blood collection partners across the United States who will help you schedule a blood draw at a convenient time and location. You can even have your blood drawn in your own home.



### SCHEDULE DELIVERY

Once your Vital Tears are made with our validated safety procedures, we will contact you to schedule your delivery. Because Vital Tears are customized for you and are shipped cold, you need to be home to sign for Vital Tears delivery.

## WHAT ARE AUTOLOGOUS SERUM EYE DROPS?

Ophthalmologists and optometrists have prescribed serum tears for over 30 years. Autologous serum eye drops (ASEDs), autologous serum tears (ASTs), or just serum tears are customized drops made from a patient's own blood to treat those suffering from ocular surface conditions.

## WHAT ARE VITAL TEARS?

Vital Tears are serum eye drops prepared in our medical laboratory using our proprietary quality system and delivered to every corner of the United States.

## WHO IS VITAL TEARS?

Since 2015, we've been simplifying the process of obtaining serum tears while maintaining the highest quality standards. Find out why we're the leader in serum tears with our hassle free and affordable way to access these eye drops.

Visit us at [vitaltears.org](http://vitaltears.org) or call **800-360-9592**.



# Frequently Asked Questions



## How much blood is drawn?

Depending on your physician's order, between three and 14 vials of blood will be drawn and processed for Vital Tears. This may sound like a lot, but it is less than a few ounces. Since you are not giving much blood, you should feel fine afterwards.

## Do I need to fast before the blood draw?

No, you do not have to fast in preparation for the draw.

## Do I need to drink water before my blood draw?

Yes, please try to drink plenty of water beginning 24 hours before your blood draw. Good hydration is helpful. You should also avoid beverages high in caffeine, alcohol, and foods high in fat content in order to ensure the best results.

## How much does Vital Tears cost?

The cost of Vital Tears is based on the treatment plan that your physician has prescribed. Our client services team can help you determine how much your Vital Tears will cost and discuss our convenient payment plans with you. Please call us at **800-360-9592**.

## Are serum tears covered by insurance?

While some insurance companies reimburse for Vital Tears when patients submit a claim, generally Vital Tears is a self-pay service. Our client services team can help you with submitting your claim to your insurance company. Give us a call at **800-360-9592** for more information.

## How are Vital Tears stored?

A bottle of Vital Tears should be kept cold, in the refrigerator. You must discontinue use and discard that bottle after seven days. Store all remaining bottles, in your Vital Tears box, upright in the freezer. The bottles stored in the freezer can remain there for six months.

## Does a vial of serum tears need to be refrigerated?

Because Vital Tears are made from biological material and are preservative free, they could support bacterial growth. It is recommended that you carry drops in a cooler with ice or frozen gel packs if you are going to be out for more than an hour or are planning on being in hot temperatures.

## What if I need to travel on an airplane?

When traveling for an extended period of time, your Vital Tears should be stored in a cooler on ice and kept frozen during your travel. Important information from the TSA when flying: "Inform the TSA officer that you have medically necessary liquids and separate them from other belongings before screening begins. Also declare accessories associated with your liquid medication such as a cooler or gel freezer packs. Labeling these items can help facilitate the screening process."