



GENERAL SPECIMEN
COLLECTION
AND
HANDLING HANDBOOK



ABOUT US

After working 20 years in USA, Dow Healthcare Management starts specialized Diagnostics Laboratory in Middle East. We are a comprehensive pathology and diagnostic testing centre of choice for providers who value patient-centred care. A team of highly qualified and certified American doctors brought state of the art technologies to Dubai Healthcare City.

VISION

Our vision is to be the primary preference in diagnostic laboratories for both physicians and patients.

MISSION

Our mission is to provide world class quality in diagnostic testing at affordable prices. We utilize state of the art technology along with an uncompromising quality management system.

BUSINESS MODELS

Own and run stand-alone laboratories.

Own and / or manage hospital embedded laboratories.

DOW DIAGNOSTICS after establishing itself in UAE is poised to spread its services and activities to other GCC and rest of the Middle East. **DOW DIAGNOSTICS** has wide range of tests covering most of the medical disciplines for advanced diagnostic and pathology services.

QUALITY ASSURANCE

DOW DIAGNOSTICS Laboratory is committed to provide highest quality results ensured by various internal & external quality controls and by co-operation with accredited & recognized international reference laboratories. The quality of results is of fundamental importance and the laboratory operates to stringent technical and administrative standards. Internal quality assurance is achieved by strict adherence to standard operating procedures for all analytical processes.

DOW DIAGNOSTICS has achieved College of American Pathology (CAP) accreditation within one year of its establishment. This accomplishment in itself is testimony to DOW lab's commitment to provide highest quality of lab services to its esteem clients/customers.

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III. Proper Specimen Labelling and Packaging.

Patient identification is very important in collecting specimen. As per CAP guideline, we need three (3) identifiers marked on the specimen which match the TRF or Test Requisition Form.

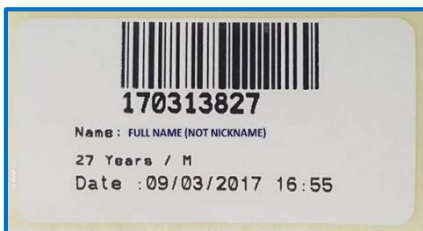
The following information must be **WRITTEN LEGIBLY AND CLEAR.**

Mandatory field to be filled are:

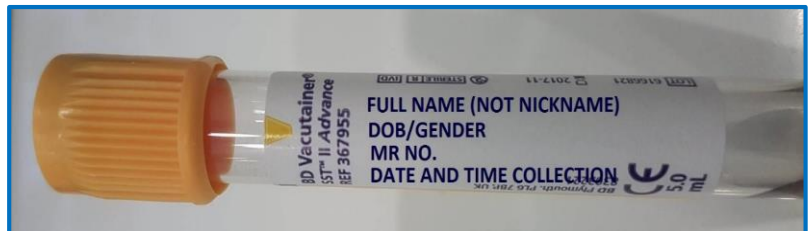
- Patient's full name (NOT A NICKNAME)
- Date of Birth (NOT AGE OR YEAR OF BIRTH ONLY)
- Medical record number or other unique identifier.
- Date and time of collection.
- Signature or initials of phlebotomist or collector.
- Bar-coded or pre-printed labels with accession numbers generated by an information system may be used.

TIPS:

- ❖ **WRITE IN CAPITAL LETTERS.**
- ❖ **WRITE LEGIBLY AND CLEAR.**



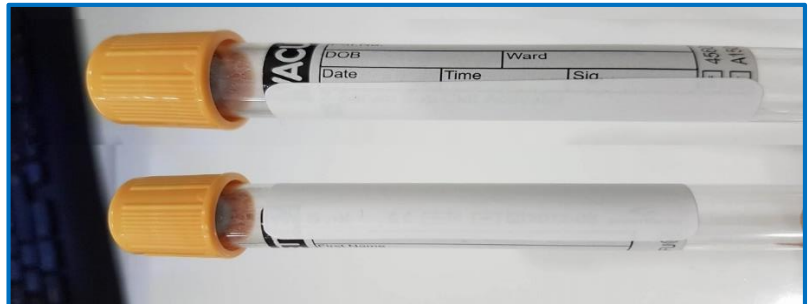
**SAMPLE OF BARCODE
PRE PRINTED LABEL**



PROPER LABELLING



**WRAP WITH PARAFILM TO AVOID
SPILLAGE**



**WRONG PLACING OF BARCODE OR PRE-PRINTED LABEL.
DO NOT COVER BACKSIDE OF TUBE.**

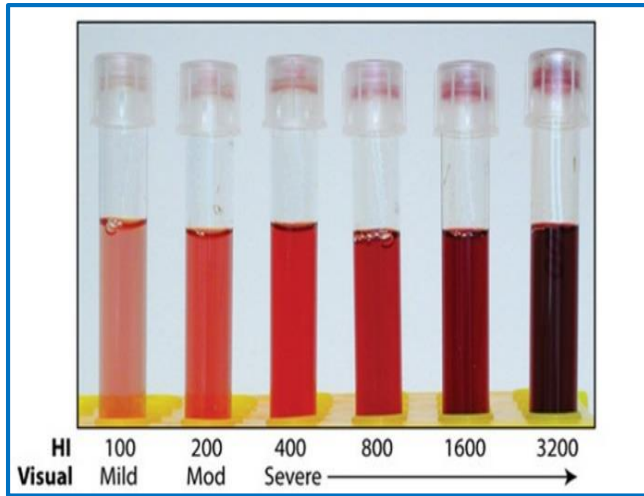
- All samples must be packed and wrapped with Parafilm, as shown above image, and place inside biohazard bags to avoid container breakage, sample loss and contamination through leakage.
- Sending sharps to the laboratory is strictly prohibited.
- Clients should be aware of their responsibilities for the correct packaging and storage of samples for transport receipt in the laboratory. If not, call laboratory for storage and packing information.

TEMPERATURE	STORAGE	PACKING
Ambient (20 °C to 22 °C)	AC Temperature	Thermocol box only
Refrigeration (2 °C to 8 °C)	Refrigerator	Thermocol box with ice gel packs
Frozen (-20 °C)	Deep Freezer	Thermocol with dry ice

IV. Sample collection

A. Cause of Rejection

1. Hemolyzed sample



Causes of hemolyzed sample:

- An improper choice in the venipuncture site
- Prolonged tourniquet time
- Cleansing the venipuncture site with alcohol and not allowing the site to dry
- An improper venipuncture, indicated by a slow blood flow, may indicate occlusion due to the lumen of the needle being too close to the inner wall of the vein
- The use of a small-bore needle
- Vigorous mixing or shaking of a specimen
- Not allowing the serum specimen to clot

2. Clotted sample

- Improper mixing of anticoagulated tubes (**PRIMARILY LAVENDER AND BLUE TOP TUBES**)
- For anticoagulated tubes, a sufficient fill volume up to marked line of the tube to ensure the appropriate specimen dilution. Mix gently 8 to 10 times.

3. Quantity Not Sufficient (QNS)

- Is not having a sufficient quantity or volume of specimen for ordered tests and confirmatory test.
- Fill tube with a sufficient volume of specimen
- All tubes have marked line for specified volume.

4. No label or incomplete patient detail on TRF and sample.

V. Supplies ordering

DOW Diagnostics provides all appropriate sample collection consumables & test requisition forms required by a practice for sample taking. We aim to either deliver these on the same or next day of ordering.

Aside from the standard supplies, DOW Diagnostics will provide tubes or containers for special tests required.

List of standard supplies:

- Test Requisition Forms
- Biohazard bags
- Blue top tube
- ESR tube (Black tube)
- Yellow top tube
- Green top tube
- Lavender top tube (EDTA)
- Gray top tube (For Glucose)
- Butterfly needles
- Urine and stool container
- Pediatric items
- Dry swabs
- Gel swabs
- Thin prep container (LBC)

For ordering supplies, kindly email us your request to customerservice@dowdiagnostics.ae and accession@dowdiagnostics.ae

COMPLAINT MANAGEMENT / FEEDBACK MANAGEMENT

We believe in managing customer complaints effectively and having more chances of meeting their expectations as well. We look forward to turn customer complaints into customer satisfaction, as we see complaints as an opportunity to improve what and how we do it.

What are the benefits of customer complaint management?

- ❖ Achieve operational efficiency to identify trends and causes of complaints.
- ❖ Resolve more complaints by adopting a more customer-focused approach.
- ❖ Engage staff with new customer service training opportunities.
- ❖ Monitor and continually improve your complaints handling process

Please forward all your complaints/feedbacks to info@dowdiagnostics.ae, mimam@dowhealthcare.com, gluke@dowhealthcare.com

For Assistance:

DURING LAB TIMINGS:

Tel: +971 45149449, +971 44571178

Fax: +97144563208

MANAGEMENT:

sansari@dowhealthcare.com

kansari@dowhealthcare.com

CUSTOMER SUPPORT / LOGISTICS:

customerservice@dowdiagnostics.ae

LABORATORY / QUALITY

gluke@dowhealthcare.com

mimam@dowhealthcare.com

ACCOUNTS / BILLING

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