

5.4.2. → Information for patients & users

→ Laboratory - location

- opening hours
- Types of clinical service offered
- Examination referred to other laboratories
- Examination offered by laboratories



Information of sample required,
 primary sample volume
 Turnaround time
 Biological reference intervals
 clinical decision values

Criteria of sample accepting & rejecting

- Instruction → for completion of request form

- preparation of patient
- patient collected sample
- transportation of samples & if any special needs

- Requirement for patient consent

(e.g. disclose clinical information & family history to relevant healthcare professional where referral is needed)

→ List of factor - significantly affect performance of examination or interpretation of results

→ Laboratory's policy on protection of personal information

→ Laboratory's complaint procedure

→ Availability of clinical advice on ordering examination on interpretation of examination results.