

# Laboratory Service

## The perfect lab specimen starting her

Department of Laboratory Medicine and Pathology



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## Introduction:

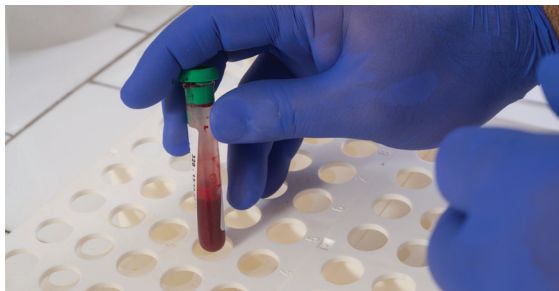
### The laboratory workflow has three parts:

- 1- Pre-analytical phase: from physician's order until the specimen is received at laboratory for processing.
- 2- Analytical phase: when the specimen processing starts in the laboratory.
- 3- Post-analytical phase: the phase of releasing the results and interpretation.

The laboratory service section is responsible for handling the pre-analytical phase. The services provided are: phlebotomy services "blood collection", specimen receiving and handling, and reference laboratory (send-out).

### What is blood?

Blood is a bodily fluid that delivers necessary substances such as nutrients and oxygen to the cells and transports metabolic waste products away from those same cells. It is a liquid that fills the blood vessels and capillaries (veins and arteries). Blood is pumped to all parts of the body by contraction of the heart muscle, and has a volume of about five to six liters per adult. It consists of white and red blood cells and platelets.



### What is Blood Collection Phlebotomy?

Blood Collection Phlebotomy is done by competent laboratory technical professionals called Phlebotomists who are trained to draw blood from patients for various lab tests and procedures according to physicians' requests.

### Patient preparation

For the majority of tests performed, a fasting period of 12 hours is required. Stopping smoking and exercise is preferred. It is important that the patient is comfortable and relaxed for at least 15 minutes before the procedure.

### How is blood collected?

Blood is usually collected into plastic tubes that contain a vacuum to assist filling the tube, and contain chemical substances (anti-coagulant or clot activator factors). Usually blood is collected by using a sterile needle. All tubes are filled by instructed blood volume according to manufacturer's instructions, and filled by approved order of draw to reduce contamination.

### The test requisition

The test requisition is generated (manually or by computer) once the physician writes an order for the laboratory test. The request must be filled completely and contain proper patient information according to corporate policy.



### Patient identification

To ensure patient safety, patients identified by: full name, file number (HC # 8 digits), and date of birth. Patients are requested to provide a valid health card.

### Cost of services

The blood collection is free of charge for resident and non-resident with a valid health card. For visitors or holders of expired health cards, a payment request will be provided to the patient before blood collection according to Law No.7 of 1996 "Organizing Medical Treatment & Health Services within the State".

For abroad tests; it's free of charge for residents (Qatari) only. In addition; some cases are exempt according to corporate policy.

### Blood collection location:

Blood collection areas are located at outpatient clinics in each facility as per the below table:

Facility	No. of Labs	Patients Types
Hamad General Hospital ( HGH)	3	Male , Female and Pediatric labs
Women's Hospital ( WH)	1	WH OB/Gyn
Rumailah Hospital ( RH)	3	For all patient types.
Heart Hospital ( HH)	2	Male and Female (Adult only)
National Center for Cancer Care and Research ( NCCCR)	2	Male and Female (Adult only)
Al Wakra Hospital ( AWK)	4	Male, Female, Pediatric, and OB/Gyn.
Al Khor Hospital ( AKH)	4	Male, Female, Pediatric, and OB/Gyn.
Bone and Joint Center	1	For all patient types.
Pediatric Emergency Centers ( Al Sadd and Al-Dayyen)	1	Pediatric only.

### Why specimens may be rejected?

Specimens may be rejected according to rejection criteria such as: wrong identification, specimen collected in wrong tube, specimen contamination, or blood insufficient blood volume.

### If a patient has a reaction

If a patient has a reaction such as fainting, nausea, vomiting, or convulsions, procedure must stop, and the needle removed from the patient's arm immediately. Some patients will have Haematoma or excessive bleeding after collection similar to bruise. It is recommended to apply ice on collection site. Phlebotomist treats these reactions by following recovery procedures stated on corporate policy.

## Patient confidentiality and privacy

All patient information is subjected to confidentiality and accessed by authorized professionals.

## Reference lab testing:

If a physician requests a test that is not performed at an HMC facility, the specimen will be sent abroad. Those tests will be registered into the laboratory system and forwarded to a contracted, accredited Reference Laboratory.

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