



NORTHERN MEDICAL LABORATORY

SAMPLE COLLECTION GUIDE

VERSION 7.0

REVIEWED & APPROVED BY

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CONSULTANT PATHOLOGIST &

LABORATORY DIRECTOR



INTRODUCTION

The Northern Medical Laboratory Sdn. Bhd. is headed by a Medical Laboratory Director. The Medical Laboratory Director had delegated all the technical duties and responsibilities to a Laboratory Director who is also a Consultant Pathologist.

The lab staff comprises of Scientific Officers, Medical Laboratory Technologists, Accountant, clerical and other supporting staff. The laboratory provides diagnostic in the following disciplines:

- 1.1.1 Urine Biochemistry
- 1.1.2 Drugs of Abuse
- 1.1.3 Medical Microbiology
- 1.1.4 Virology
- 1.1.5 Haematology

Northern Medical Laboratory Sdn. Bhd. provides medical laboratory services to various healthcare providers in both the public and the private sectors.

Northern Medical Laboratory Sdn. Bhd. is a private limited company number 512568-T.

Northern Medical Laboratory (here in after referred to as NML, for abbreviation) is a diagnostic service provider in the field of healthcare.

Location and Business Hours

- A. **Main Lab(HQ)** : Ground Floor of No 14, Jalan Delima 2,
Taman Seri Delima, Juru 14000 Bukit
Mertajam, Pulau Pinang, Malaysia.
- Business hours : Monday – Saturday (8.30 am – 5.00 pm)
Closed : Sunday & Public Holidays
- B. **Collecting Centre** : No 6, Jalan Cassia 3A, Taman Omni
Cassia, 39010 Kampung Raja, Cameron
Highlands,
: V02-07-12, Lingkaran SV, Sunway Velocity,
55100 Kuala Lumpur.
: 48, Jalan Niaga, 81900 Kota Tinggi, Johor.



	:	315, Jalan Melaka Raya 1, Taman Melaka Raya, 75000 Melaka.
	:	18-2-1, Jalan Setia Prima Q, U13/Q, Setia Alam Seksyen U13, 40170 Shah Alam, Selangor
Business hours	:	Monday – Saturday (8.00 am – 5.00 pm)
Closed	:	Sunday & Public Holidays

Website: <http://www.northernmedlab.com>

VISION

To provide good healthcare solutions that empower patients with convenient access to accurate medical testing.

MISSION

To build innovative technologies that make medical tests accessible, fast, accurate and affordable for customers. To provide the best satisfaction among the community.

OBJECTIVES

- To provide reliable and accurate results within the standard turn around time.
- To improve the quality of services from time to time through quality improvement activities.

EXTERNAL QUALITY ASSURANCE (EQA)

Northern Medical laboratory participates in External Quality Assurance (EQA). Accreditation programs including:

- LABQAS
- MLE
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GENERAL PROCEDURE

Laboratory requisitions

NML instructions for collection activities shall include the following:

- Foreign worker's name
- Foreign worker's code / Passport number
- State date and time of the sample collection.
- Verification that the foreign worker had disclose clinical information that can affect the test results [eg. History of administration of medicine; eg taking cough mixture, pain killer with opiates etc.];
- Use Lithium Heparin / (Plain tubes & EDTA) to collect blood samples.
- Use Sterile Urine Containers to collect urine samples.
- Store the collected samples in refrigerator before being collected by the Dispatch personnel.
- Our last call for collection on the same day is 3:00 PM.
- After 3:00 PM will be collected on the following working day.
- Please call us directly if you have any special requests.

Contact Personnel:

No	Name	Designation	Phone	email
1	S. Logerswari	Technical Manager	045054411	tm@northernmedlab.com
2	K. Revathi	Quality Manager	045054411	revathi@northernmedlab.com



SAMPLE COLLECTION GUIDELINES

NO	TEST	CONTAINER	SPECIMEN	VOLUME	FREQUENCY	TAT
1	ABO (Rh) Blood Grouping Test – Tube method	Lithium Heparin / EDTA	Blood	5ml / 2ml	Daily	72 Hours
2	Hepatitis B surface Antigen screening test	Lithium Heparin / Plain Tube	Blood	5ml	Daily	72 Hours
3	HIV 1 & 2 Antibody screening test	Lithium Heparin / Plain Tube	Blood	5ml	Daily	72 Hours
4	Malaria antigen screening test	Lithium Heparin / Plain Tube	Blood	5ml	Daily	72 Hours
5	Blood film for malaria parasite (BFMP)	Lithium Heparin / EDTA	Blood	5ml / 2ml	Daily	72 Hours
6	RPR Test for Syphilis	Lithium Heparin / Plain Tube	Blood	5ml	Daily	72 Hours
7	Treponema Pallidum Hemagglutination Assay (TPHA)	Lithium Heparin / Plain Tube	Blood	5ml	Daily	72 Hours
8	Urine Biochemistry	Sterile Urine container	Urine	30ml	Daily	72 Hours
9	Urine Drug Screening – Morphine	Sterile Urine container	Urine	30ml	Daily	72 Hours
10	Urine Drug Screening - Cannabinoids	Sterile Urine container	Urine	30ml	Daily	72 Hours
11	Urine Pregnancy Screening Test	Sterile Urine container	Urine	30ml	Daily	72 Hours

Sample Transportation

- Samples must be properly packed.
- The samples must be transported from clinics to lab within 24 Hours.
- The samples must be transported at a temperature lower than 22°C.
- All samples must be packed in a securely sealed sample carrier bag with pocket; provide by NML. The request form placed separately in the pocket.
- The samples should be packed in one sample carrier bag for each individual set of samples (Foreign Worker).



Following are NML Rejection Criteria

- Inadequate sample
(Minimum blood 5ml, minimum urine 30ml)
- The particulars on the form and the particulars on the samples do not correspond to each other
- The FOMEMA form not signed by the Doctor.
- Wrong blood tubes
- Broken or leaking tubes/ urine container
- Haemolysed blood samples
- No request form or Medical Examination Forms
- Samples are sent in expired collection tubes
- Expiry date of medical examination form.
- Clot formation in heparin or EDTA tubes.
- Minimum of two identifier
 - a) Name of foreign worker
 - b) Foreign worker's code or passport number.

REPORTS

- All FOMEMA results will be directly transmitted by the lab to FOMEMA.
- All lab reports are available to the clinic by LIS system login. The clinics are required to login and download and print the reports.
- This process will ensure and enable speedy report deliveries to the clinic and will function as an online repository of all the reports and ensure confidentiality of the reports.

USER SATISFACTION

- Northern Medical Laboratory strives to serve the best.
- Feedbacks or suggestions on how NML can improve the services, proceed to access NML website and fill the feedback form provided. Feedback form LINK : <http://northernmedlab.com/feedback.html>
- NML Team will look into the issues and carry out the necessary corrective actions.

Data Protection

NML practices a strict policy on protection of personal information or data. All foreign workers data and results are strictly private and confidential and will not be revealed to unauthorized personnel.

FLOW CHART

