SANKARA NETHRALAYA	**SRI NATHELLA SAMPATHU CHETTY CLINICAL LABORATORY, SANKARA NETHRALAYA** (UNIT OF MEDICAL RESEARCH FOUNDATION) **DIRECTORY OF SERVICES**	**2025**

DEPARTMENT OF MOLECULAR DIAGNOSTICS LABORATORY

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Microbiology & Serology

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LOCATION OF MOLECULAR DIAGNOSTICS LABORATORY

SN Main Campus, Venugopal Block (VG Block) 1st Floor

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PATIENT REGISTRATION:

- The patient reports to the "Reception" counter with requisition form. For SN OPD/OT patients, the amount to be paid, the bill number and the receipt numbers are handled at the billing counter situated in the respective OPD sections.
- For external patients the secretary at MDL checks the prescription form referred by the concerned consultant, receives the required testing amount from the patients/patient's attendee.
- The secretary fills up the required details in the Chronology data record book for specimen entry (R/SNSC/MDL/CDRSE): The following details are entered into the record:

Unique identification of the patient.

- Name or other unique identifier of physician or other person legally authorized to request examinations or use medical information together with the destination for the report. The requesting clinician's address is provided as part of the request form information when it is different from that of the receiving laboratory.
- Type of primary sample and the anatomic site of origin, where appropriate;
- Examinations requested;
- Clinical information relevant to the patient, which should include gender and date of birth etc for interpretation purposes;
- Date and time of primary sample collection;
- Date and time of receipt of samples to the laboratory.
- The laboratory will not receive specimen based on verbal request.
- Instructions on sample collection are provided to the patients / attendant and when required suitable containers are provided for the sample collection upon request.
- Finally the bill amount of the tests requested is collected and the receipt is handed over to the personnel stating the details of reports collection along with the lab contact number and lab id of the patient.

General Instruction on Sample Collection

1. Properly label the specimen (a minimum two patient identifiers are required) and complete the test request form. The requisition will include the patient name, hospital number, hospital/ doctor contact number, date and time of collection, specimen type and tests requested. A requisition needs to accompany each different specimen type. The specific source of specimen is required. Example: wound, left leg.
2. Maintain an appropriate environment between collection of specimens and delivery to the laboratory (E.g. Specimens for PCR must be transported to the laboratory immediately on wet/dry ice**.** Blood should be collected in EDTA (purple cap tubes), body fluids and transported in wet ice. Tissue must be snap frozen and transported on dry ice). The specimen should be collected in sterile containers
3. Specimens may be hand delivered to the laboratory or through courier adhering to proper guidelines.
4. If appropriate, decontaminate the skin surface. Use 70-95% alcohol and 2% chlorhexidine or 1-2% tincture of iodine (TIO) to prepare the site. Allow a contact time of two minutes to maximize the antiseptic effect.
5. For the requests with more than one test, ensure that the proper transport is utilized and volume is appropriate.

INSTRUCTION ON TRANSPORTATION OF CLINICAL SPECIMENS:

Package of clinical specimens after collection procedure from various hospitals / institutions to Molecular Diagnostics Laboratory:

Primary Package: The clinical samples should be placed in a sealed container, for example a sealed Vacutainer™ or a sterile specimen container.

Secondary Package: If the sample is liquid, then the sealed primary container should be placed inside a sealed leak proof secondary package such as a sealed plastic bag or another watertight container which would be sufficient to contain all of the liquid content if the primary container breaks. One bag per patient is advisable. Request form must be separately kept in a compartment/pouch/pocket such that, it was not put together with the sample in same pouch

Tertiary Package: A rigid sealed/secured outer container (polystyrene box to house the secondary package. The pack should contain a biohazard label.

Special Requirement for Frozen Samples: For temperature sensitive samples the outer container may also be a polystyrene box containing wet/dry ice. The box should be sealed with tape with proper labeling. In the final package box to be dispatched, laboratory address should be clearly labeled and transported.

Procedure for mailing of samples

- Name of the patient
- Age of the patient
- The type of material (specimen with site specification)
- Proper container- sterile, leak proof
- Date and time of collection

- Doctor's name/ contact details (phone/mail id)
- Adequate clinical summary and clinical diagnosis with antibiotic history if relevant.
- **Note:** If the specimens are sent for both microbiological as well as for histopathological in addition to molecular diagnostic investigation, the specimen would be received in unfixed condition without formalin.
- The outer container should have a bio-hazard label stuck on it.
- The specimen should be mailed to,

MOLECULAR DIAGNOSTICS LABORATORY

Venugopal Block, First Floor,

NO.41, College Road, Nungambakkam,

Chennai – 600006

Phone: 044- 42201987/ 42271500 Extn No: 1153/1154

E-mail: moleculardiagnostics@snmail.org

Stipulated time frame for receiving the clinical specimens from other hospitals/Institutions:

It is advisable to transport the clinical specimens immediately after collection procedure. The stipulated time for transportation of samples from other hospitals/Institutions to our Laboratory should be within 24- 72 hours in cold chain, in order to maintain the integrity of the clinical specimens to provide quality reports to the patients.

Detailed instructions for collection and transportation of clinical specimens from other laboratories and hospitals

- Use of appropriate packaging material, of suitable and well insulated container of coolants (4-8°C) and dry ice (for ultra-cold temperature) must be maintained for the stability of the samples.
- Any body fluid / fresh tissue shall be chilled immediately and transported on wet ice to the laboratory for DNA studies.
- Any body fluid for RNA studies shall be chilled immediately on wet ice and the RNA to be extracted within 1 to 4 hours of collection.
- If RNA is to be extracted from a tissue sample, it shall be either snap frozen prior to storage at -70°C or lower, placed in a stabilizing solution, or processed for RNA extraction within 1 hour of collection.

Transport of clinical Samples from SNSC to the Laboratory:

Please follow instruction as for Primary Package and should be transported within 1hr 15 minutes from time of collection. If in case the specimen collected after working hours, the sample should be stored at 4-8°C at the respective OT and transported next day morning to the Laboratory.

Transport of clinical Samples from JKCN OPD/OT to the Laboratory:

Please follow instruction as for Primary and secondary package. Samples should be transported within 2hr 30 minutes. Transport sheet is to be duly filled by the technician before sending the sample. Samples are sent during the scheduled trips to our laboratory, if unable to send it, they are stored at 4-8°C at collection centre and transport the clinical specimens to the Laboratory next day morning before 9AM.

MOLECULAR DIAGNOSTICS LABORATORY TEST MASTER LIST

S. No	Test Code	Name of Test	Sample to be collected	Volume Criteria	Turn around time*	Temperature of Storage	Schedule of reporting/ testing	Tariff
1.	461 #	Real-time PCR for Cytomegalo Virus (CMV)*#	EDTA blood, Urine, body fluids, tissue, biopsy, corneal scrappings, swabs	EDTA blood, CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	Same day of testing	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Friday	8000
2.	422 #	Real-time PCR for Herpes Simplex Virus (HSV) (Qualitative)*#	Body fluids, tissue, biopsy, corneal scrappings, swabs	EDTA blood, CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	Same day of testing	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Tuesday & Friday	4500
3.	420	PCR for *Mycobacterium tuberculosis* **(*M. tb*) – MPB64 & IS6110 Gene**	Ocular specimens, CSF, BAL, Amniotic fluid, Sputum, other body fluids and biopsy.	CSF, BAL, Amniotic Fluid, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	24- 48 hrs	Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	4500

4.	421	PCR for Cytomegalovirus **(CMV)**	EDTA blood, Urine, AC Tap, CSF, BAL, Amniotic fluid, , other body fluids, Vitreous aspirate & other ocular specimens.	EDTA blood, CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate - 0.1 – 0.3 ml	24- 48 hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**4500**
5.	423	PCR for Varicella Zoster Virus**(VZV)**	EDTA blood, Urine, AC Tap, CSF, BAL, Amniotic fluid, , other body fluids, Vitreous aspirate & other ocular specimens.	EDTA blood, CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate– 0. –0.3 ml	24- 48 hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**4500**
6.	424	PCR for Adenovirus	EDTA blood, conjunctival swab, Throat swab, Nasopharyngeal aspirate,urine, Sputum, BAL	2-3 ml	24- 48 hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**4000**
7.	425	PCR for *Chlamydia trachomatis*	EDTA blood, Conjunctival swab/ scraping, Pharyngeal aspirate, Endocervical swab, Urethral swab	EDTA blood: 2-3 ml	24- 48 hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**3500**
8..	426	PCR for Eubacterial genome	Any ocular & extra ocular specimens Blood & Body fluids Biopsy / Tissue	EDTA blood, CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate–0.1–0.3 ml	24- 48 hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**3500**

9.	427	PCR for Pan fungal genome	Any ocular & extra ocular specimens Blood & Body fluids Biopsy / Tissue	EDTA blood, CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	24- 48 hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**3500**
10.	428	PCR for *Propionibacterium acnes(current name- Cutibacterium acnes)*	Any ocular & extra ocular specimens Blood & Body fluids Biopsy / Tissue	EDTA blood, CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	24 -48 hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**3500**
11	429	PCR for *Toxoplasma gondii*	Any ocular specimens, Blood & Body fluids, Subretinal abscess	EDTA blood, CSF, Amniotic Fluid, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	24- 48 hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**3500**
12.	491	PCR for Non-Tuberculous Mycobacteria targeting hsp65 gene	Any clinical Specimen	CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate–0.1 – 0.3 ml	24- 48 hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**3500**
13.	275	PCR for Acanthamoeba Sps	Corneal scraping, Vitreous aspirate, AC Tap & other ocular specimens.	AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	24- 48 hrs	Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**3500**

14.	492	DNA sequencing for Amplified products*	PCR amplified products	---	72-96 hrs	2-8°C	4 working days	**4000**
15.	498	PCR for sequencing for MYD88 L265 Mutation*	AC Tap, Vitreous aspirate Sub retinal biopsy	AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	72-96 hrs	Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	4 working days from the day of PCR completion	**7500**
16.	497	Product for DNA sequencing loading*	PCR product	------	72-96 hrs	2-8°C	4 working days	**500**
17.	462	Quantitative real time PCR for HSV	EDTA blood, Urine, AC Tap, CSF, BAL, Amniotic fluid, Vitreous aspirate, Nasopharyngeal aspirate and other body fluids	EDTA blood, CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	24-48hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**7000**
18.	452	RT - PCR for *Rubella Virus*	Ocular specimens,EDTA Blood, Urine, CSF, Amniotic fluid	EDTA blood, CSF, Amniotic Fluid - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	24-48hrs	Transported in Dry ice and stored at -70°C or lower	Daily	**6000**

19.	273	Real Time PCR for *Toxoplasma gondii*	Any ocular specimens, EDTA Blood & Body fluids, Subretinal abscess	EDTA blood, CSF, Amniotic Fluid, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	24-48hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**6000**
20.	453 #	PCR for HLA B27^*#	EDTA blood	2- 3 ml	Same day of testing	Blood – transported & stored in 2-8°C	Tuesday, Thursday & Saturday	**4000**
21.	459	Real-time PCR for HIV-1	EDTA blood , Amniotic membrane	2-3ml	24-48hrs	Transported in Dry ice and stored at -70°C or lower.	Daily	**9000**
22.	460	Real time PCR for Chikungunya virus	EDTA Blood , CSF	2-3 ml	24-48hrs	Transported in Dry ice and stored at -70°C or lower.	Daily	**5000**
23.	463	Real-time PCR for *M.tuberculosis**	EDTA blood/ Ac tap/ Vitreous aspirate Any clinical specimen	EDTA blood, CSF, Amniotic Fluid, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	Same day of testing	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue– transported in wet ice and stored at 2-8°C	Wednesday	**8500**
24.	464	Real-time PCR for Hepatitis B Virus	EDTA blood, Amniotic membrane	2-3 ml	24-48hrs	Blood – transported & stored in 2-8°C	Daily	**9000**

25.	465	Real time PCR for Hepatitis C virus	EDTA blood, Amniotic membrane	2-3 ml	24-48hrs	Transported in Dry ice and stored at -70°C or lower.	Daily	**9000**
26.	467	PCR based DNA Sequencing*	Any unidentifiable bacteria/ fungi for the identification of species level from clinical specimens/ isolates	----	Same day of testing	2-8°C	4 working days from the completion of PCR	**7000**
27.	474	PCR for *Salmonella typhi*	EDTA blood , Ocular specimens	EDTA blood, - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	24-48hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**3500**
28.	486	PCR for *Pneumocystis jirovecii*	Broncho alveolar lavage / Respiratory secretions Ocular & extra ocular specimens	2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	24-48hrs	Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**4000**
29.	489	Real-time PCR for Dengue Virus	Blood , CSF, ocular specimens	2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	24-48hrs	Transported in Dry ice and stored at -70°C or lower.	Daily	**5000**

30.	496 #	Real-time PCR for Varicella Zoster Virus (VZV)*#	EDTA blood, body fluids, tissue, biopsy, corneal scrappings, swabs	EDTA blood, CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	Same day of testing	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue– transported in wet ice and stored at 2-8°C	Wednesday & Saturday	**6000**
31.	499	PCR for *Pythium insidiosum*	Corneal scraping, Vitreous aspirate, AC Tap & other ocular specimens.	AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	24-48hrs	Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**3500**
32	278	Urgent Real Time Quantitative PCR for CMV	EDTA blood, Urine, AC Tap, CSF, BAL, Amniotic fluid, Vitreous aspirate, Nasopharyngeal aspirate and other body fluids	EDTA blood, CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	Same of testing	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**13000**
33	279	Urgent Real Time Quantitative PCR for HSV	EDTA blood, Urine, AC Tap, CSF, BAL, Amniotic fluid, Vitreous aspirate, Nasopharyngeal aspirate and other body fluids	EDTA blood, CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate–0.1– 0.3 ml	24-48hrs	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**12000**

34	280	Urgent Real Time Quantitative PCR for VZV	EDTA blood, Urine, AC Tap, CSF, Amniotic fluid, , other body fluids, Vitreous aspirate & other ocular specimens.	EDTA blood, CSF, BAL, Amniotic Fluid, Aspirate, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	Same day of testing	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**11000**
35	281	Urgent Real Time Quantitative PCR for MTB	EDTA blood/ Ac tap/ Vitreous aspirate Any clinical specimen	EDTA blood, CSF, Amniotic Fluid, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	Same day of testing	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid/ Tissue – transported in wet ice and stored at 2-8°C	Daily	**13500**
36	284	Real time Qualitative PCR for *Treponema Pallidum*	EDTA blood/ Ac tap/ Vitreous aspirate Any clinical specimen	EDTA blood, CSF, Amniotic Fluid, Body fluids - 2-3 ml AC Tap, Vitreous Aspirate – 0.1 – 0.3 ml	Same day of testing	Blood (Plasma) – transported in 2-8°C and stored at -20ºC Body fluid – transported in wet ice and stored at 2-8°C	Daily	**5000**
37	286	HLAB51 Real time PCR	EDTA blood	2- 3 ml	Same day of testing	Blood – transported & stored in 2-8°C	Daily	**5500**

*** - BATCH TEST PERFORMED IN MDL**

 # Tests under NABL scope

NOTE: Time limit for the additional tests for a given sample, if requested by the clinician, will be accepted, is as follows:

Samples received in molecular diagnostic section :10 days
After this time period, the request to perform additional tests for a given sample will not be accepted

ACCEPTANCE / REJECTION CRITERIA FOR RECEIVING SPECIMEN

S.No	Acceptance Criteria	Rejection Criteria
1.	**Properly labeled specimens.** 1. Full patient name, age, sex 2. Patient identification number. 3. Date and time of collection	**Improperly labeled specimens:** 1. Specimens not labeled 2. Specimens labeled with the incorrect patient identification 3. Specimens, that do not match the patient information on the laboratory requisition.
2.	**Correct Specimen Collection** 1. All clinical specimen collected in sterile container 2. Specimens collected with proper preservative or anticoagulant. 3. Correct volume 4. Collected specimen without any hemolysis or particulate matter 5. Specimen without any contamination 6. Specimen sent in normal saline, without formalin 7. Specimens collected from proper venipuncture site	**Improper Collection:** 1. Specimen for culture received in unsterile containers/ non-laboratory containers as evidenced by contamination of containers. 2.Specimens collected with the improper preservative or anticoagulant 3. Quantity of specimens insufficient to perform testing 4. Specimens which are hemolyzed, or contain particulate matter. 5. Specimens which are obviously or subsequently prove to be contaminated. 6. Samples sent in formalin 7. Specimens collected from intravenous tubing and specimens collected in heparin tubes for PCR. 8. Formalin fixed paraffin embedded block/sections for PCR

3.	**Appropriate transportation of the clinical specimens to the Laboratory** 1. Specimen sent within the time limit prescribed by the laboratory. Specimen transportation with appropriate packing. **2.** Transportation of Specimens in 3 tier packing system. 3. Clinical specimen transported in appropriate transport medium for tests requested	**Delay in Transportation to the laboratory**: 1.Specimens not in compliance with universal precaution, (e.g. Not Bagged) 2. Specimens leaking or grossly contaminated on the exterior portion of container. Note: Irretrievable specimens, such as Cerebrospinal fluid (CSF), operating room specimen, biopsy specimens will not be discarded. 3. Samples which are not sufficient/ single swab submitted for multiple requests (for e.g. direct smear study and culture for aerobic and anaerobic bacteria, fungus and *Mycobacterium tuberculosis*/ isolation of viruses etc)
4.	Mid-stream urine samples for PCR collected with aseptic precautions and transported within one hour to laboratory.	Urine specimens left at room temperature for more than one hour.
5.	Sputum sample should be collected with mucus.	Sputum sample with saliva

Reasons for rejection of these samples and action to be taken:

Rejection Criteria	Action to be taken
No specimen received / No request form provided with specimen	User (sender hospital or lab) to be informed of the event by telephone. Requested to send specimen/request form
Inadequate or incorrect patient identifiers in specimen label or in requisition form	User (sender hospital or lab) to be informed of the event by telephone. Requested to send a second specimen.
Time of specimen collection is not indicated in requisition form or specimen label.	The user/sender to be asked to provide specimen collection time.
Leaking container	Inform the sender/user about the event, and reject the sample.
Specimen not transported under appropriate conditions	Inform the sender/user about the event, and reject the sample
Wrong specimen container used	Inform the sender/user about the event. Verify the possibility of processing the sample (depending on the test). Reject the sample if inevitable.

Handling of Feedback forms / Suggestions received at SNSC Molecular Diagnostics Laboratory (MDL)

Patients / Customers can give their suggestions / feedback / complaints to the SNSC Molecular Diagnostics Laboratory, Sankara Nethralaya through:

(a) Feedback form at the Laboratory registration counter,

(b) Complaint box in the laboratory registration counter,

(c) Through e-mail (moleculardiagnostics@snmail.org).

(d) If verbal it shall be documented in the respective departments of the laboratory.

A suitable response will be ensured on complaints and suggestions after discussion at the fortnightly laboratory services meeting. Feed backs are reviewed by the management through periodic meetings and yearly Management Review meeting. Actions are ensured relevantly until settled. The feedback is one of the "Quality Indicator" of the lab service and shall be analyzed statistically for management information so as to ensure quality system in patient service at laboratory

Laboratory policy on patient's confidentiality:

- Patient confidentiality is in respecting the privacy of the patient
- Maintaining the entire patient related details and the patient health condition as closely guarded information.
- SNSC Clinical Laboratory, SN ensures that the test results of patients under insurance claims are sent directly to the employer concerned.
- SNSC Clinical Laboratory, SN do not disclose patient's personal and medical information to others unless the patient concerned has given specific permission for such release.

Laboratory complaint procedure:

Any complaints/suggestions regarding our Laboratory activity can be communicated through following modes:

Mail ids: moleculardiagnostics@snmail.org , drdhanu@snmail.org

Contact numbers: 044-28271616 Extn no: 1153/1154

Direct Land line number: 044-42271987