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Document Title :SCOPE OF SERVICE		
Applies To: All Laboratory Staff		Index No: SOS-LB-001
Preparation date: February 05 , 2025	Effective date: February 19 , 2025	Review date: February 19, 2028

1. Scope Of Service:

1.1 Description of Department:

Our laboratory divided into seven units; hematology unit for CBC and coagulation tests, biochemistry unit for routine serum, whole blood, urine and body fluids chemistry tests, hormones unit for hormone and tumor markers, microbiology unit for aerobic and anaerobic cultures and blood culture, serology unit, parasitology unit for urine and stool tests and blood bank unit which provide all transfusion services. Both main laboratory & blood bank lies beside the administrator's office.

1.1.1 Mission:

Maternity and Children Hospital Hafer Albatin is committed, to provide high quality laboratory and blood bank services for citizens and residents with the best utilization of the available resources. All laboratory services are in compliance with applicable national standards. In addition, effective medical education & training services are provided to post graduates of College of Applied Medical Sciences; Hafr Albatin University.

1.1.2 Goals:

Our main goal is to provide accurate, reliable & timely test results which help clinical staff in achieving rapid and accurate diagnosis for the benefit of patients.

1.2 The Range of Services Offered By The Department:

1.2.1 Chemistry unit

- 1.2.1.1 Ammonia
- 1.2.1.2 Albumin
- 1.2.1.3 ALT
- 1.2.1.4 AST
- 1.2.1.5 ALP
- 1.2.1.6 BUN
- 1.2.1.7 Bilirubin total
- 1.2.1.8 Bilirubin direct
- 1.2.1.9 Body fluids Chemistry tests for (CSF, Ascitic, Pleural & other body fluids)
- 1.2.1.10 Calcium
- 1.2.1.11 Calcium in urine
- 1.2.1.12 Chloride
- 1.2.1.13 CPK
- 1.2.1.14 CKMB
- 1.2.1.15 Cholesterol
- 1.2.1.16 Creatinine
- 1.2.1.17 Creatinine Clearance
- 1.2.1.18 Glucose
- 1.2.1.19 HBA1C
- 1.2.1.20 HDL



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- 1.2.1.21 Iron
- 1.2.1.22 IBCT
- 1.2.1.23 LDH
- 1.2.1.24 Lactic acid
- 1.2.1.25 Lipase
- 1.2.1.26 Magnesium
- 1.2.1.27 Osmolality
- 1.2.1.28 Potassium
- 1.2.1.29 Phosphorus
- 1.2.1.30 Phosphorus in urine
- 1.2.1.31 Sodium
- 1.2.1.32 Total protein
- 1.2.1.33 Triglyceride
- 1.2.1.34 Uric acid
- 1.2.1.35 UCFP
- 1.2.2 Hormone unit:
 - 1.2.2.1 ACTH
 - 1.2.2.2 AFP
 - 1.2.2.3 Beta HCG
 - 1.2.2.4 CA125
 - 1.2.2.5 CEA
 - 1.2.2.6 Cortisol
 - 1.2.2.7 FSH
 - 1.2.2.8 LH
 - 1.2.2.9 TSH
 - 1.2.2.10 FT3
 - 1.2.2.11 FT4
 - 1.2.2.12 Ferritin
 - 1.2.2.13 VIT B12
 - 1.2.2.14 VIT D
- 1.2.3 Hematology unit:
 - 1.2.3.1 CBC
 - 1.2.3.2 TLC/DLC
 - 1.2.3.3 Peripheral film for malaria and microfilaria parasites
 - 1.2.3.4 Reticulocyte count (Retics)
 - 1.2.3.5 Sickling test
 - 1.2.3.6 Erythrocyte Sedimentation Rate (ESR)
 - 1.2.3.7 Prothrombin Time (PT)



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- 1.2.3.8 Activated Partial Thromboplastin Time (APTT)
- 1.2.3.9 Fibrinogen
- 1.2.3.10 Factor IX, II, V, VII, VIII, IX, X, XI, XII, XIII
- 1.2.3.11 D-Dimer
- 1.2.3.12 Lupus anticoagulant
- 1.2.3.13 von Willebrand
- 1.2.3.14 CSF Cell Count
- 1.2.3.15 Body Fluid Cell Count
- 1.2.3.16 Protein C
- 1.2.3.17 Protein S
- 1.2.3.18 Anti-Thrombin III
- 1.2.3.19 Blood Film
- 1.2.4 Microbiology unit:
 - 1.2.4.1 Culture & sensitivity of various clinical samples:
 - 1.2.4.1.1 Blood
 - 1.2.4.1.2 Body Fluids (Pleural, Peritoneal (Ascitic), pericardial, CSF, synovial Fluid & others)
 - 1.2.4.1.3 Stool culture, rectal swab
 - 1.2.4.1.4 Gastric Aspirate
 - 1.2.4.1.5 Pus & Fluid collections
 - 1.2.4.1.6 Sputum, bronchial washing & endotracheal tube (ETT) secretions.
 - 1.2.4.1.7 Swab (Nasal, Nasopharyngeal, Throat)
 - 1.2.4.1.8 Swab High & Low Vaginal
 - 1.2.4.1.9 Swab Penile & Urethral
 - 1.2.4.1.10 Swab Wounds, ulcers etc. (All sites)
 - 1.2.4.1.11 Urine Routine Culture
 - 1.2.4.1.12 Gram Stain (Urethral discharge, CSF & other body fluids, Sputum)
 - 1.2.4.1.13 Platelets units (Detection of bacterial contamination)
 - 1.2.4.2 Swabs for Screening
 - 1.2.4.2.1 MRSA screening
 - 1.2.4.2.2 Acinetobacter screening
 - 1.2.4.2.3 Candida auris screening
 - 1.2.4.3 Infection control/ public health screening swabs.
 - 1.2.4.3.1 Water & other environmental screening samples
 - 1.2.4.4 Serological tests:
 - 1.2.4.4.1 Microbial serotyping (Salmonella, Shigella, E.coli, N.meningitidis)
 - 1.2.4.4.2 CSF antigen detection.
 - 1.2.4.4.3 Clostridium Difficile A&B Toxins Detection.



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1.2.5 Parasitology unit:

- 1.2.5.1 Urine analysis
- 1.2.5.2 Stool analysis
- 1.2.5.3 Urine dipstick
- 1.2.5.4 Stool occult blood
- 1.2.5.5 Stools H.Pylori Ag
- 1.2.5.6 Semen analysis

1.2.6 Serology unit:

- 1.2.6.1 CRP
- 1.2.6.2 ASOT
- 1.2.6.3 RF
- 1.2.6.4 Brucella
- 1.2.6.5 Widal Test
- 1.2.6.6 HCV Ab
- 1.2.6.7 HBs Ag
- 1.2.6.8 HIV Ab
- 1.2.6.9 RPR

1.2.7 Blood bank unit:

- 1.2.7.1 Donor selection
- 1.2.7.2 Hemoglobin determination for blood donors.
- 1.2.7.3 Reading and grading of agglutination test result
- 1.2.7.4 ABO Blood Grouping
- 1.2.7.5 ABO Blood Grouping in urgent situation
- 1.2.7.6 Rh Typing
- 1.2.7.7 Rh phenotyping
- 1.2.7.8 Antibody identification
- 1.2.7.9 Antibody titration
- 1.2.7.10 Weak D test (du)
- 1.2.7.11 Rh Typing in urgent situations
- 1.2.7.12 Antibody Screening
- 1.2.7.13 Unit quarantine and discard
- 1.2.7.14 Packed red cells Preparation and storage
- 1.2.7.15 Fresh frozen plasma preparation and storage
- 1.2.7.16 Cryoprecipitate preparation and storage
- 1.2.7.17 Platelets Concentrate preparation and storage
- 1.2.7.18 Pre-transfusion compatibility testing (Cross matching)
- 1.2.7.19 Issuing of blood and or blood components inside and outside the hospital
- 1.2.7.20 Direct antiglobulin (Coombs) test (DAT).



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- 1.2.7.21 Indirect antiglobulin (Coombs) test (IAT)
- 1.2.7.22 Transfusion reaction investigations
- 1.2.7.23 A B D Monoclonal Typing Using Gel Technique
- 1.2.7.24 Blood and Blood products wastage

1.2.8 Send Out Tests:

In addition to the previous services, Unavailable tests ,which are requested by the physicians; are referred to either Dammam OR Hafr albatin Regional Laboratories; according to the list provided & following the rules and regulations mentioned in their policies and procedures.

In addition, all blood donors serological & molecular (NAT) investigations are referred to Central Blood Bank of Hafr Albatin. Also, Hb. eletrophoresis test is referred to King Khaled General Hospital's lab.

In line with **Dammam Regional Laboratory's** policy, any send out test must be reviewed through the following link: <https://flu.eastern.moh.gov.sa/>. This link is the guide to all the available services in details (the procedures of sample collection, any precautions or requirements, specimen storage & transportation, in addition to the turnaround times for each test).

It also highlights the accreditations the laboratory has received.

- 1.2.8.1 Acid fast Stain of M. leprae
- 1.2.8.2 Adenovirus Antibody Test
- 1.2.8.3 Alpha1 – Antitrypsin*
- 1.2.8.4 Amoeba Antibody Test
- 1.2.8.5 Anti CCP*
- 1.2.8.6 Anti-GAD (Glutamic Acid decarboxylase)
- 1.2.8.7 ANTI IA2 (Insulin antibodies)
- 1.2.8.8 Anti LSA (Liver Soluble Antigen) antibody
- 1.2.8.9 Anti M3 (Anti Mitochondrial M3)
- 1.2.8.10 Anti-Nucleosome antibody
- 1.2.8.11 Anti-Ribosomal Ab
- 1.2.8.12 Anti-Cardiolipin Antibody IgG & IgM*
- 1.2.8.13 Anti-ds DNA Antibody*
- 1.2.8.14 Anti-Endomysial Antibody (EMA) IgA, IF
- 1.2.8.15 Anti-Gastric Parietal Cell Antibody by IF
- 1.2.8.16 Anti-GBM (Glomerular Basement Membrane) Antibody
- 1.2.8.17 Anti-Islet cell Antibody
- 1.2.8.18 Anti-Mitochondrial Antibody IF
- 1.2.8.19 Anti-Neutrophil Cytoplasmic Antibody (ANCA) PROFILE
- 1.2.8.20 Anti-Neutrophil Cytoplasmic Antibody IF (ANCA) C & P
- 1.2.8.21 Anti-Nuclear Antibody (ANA)*



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- 1.2.8.22 Anti-Phosphatidylserine (IgG/IgM)
- 1.2.8.23 Anti-saccharomyces cerevisiae antibody (ASCA) IgG/IgA
- 1.2.8.24 Anti-Smooth Muscle Antibody (ASMA), IF
- 1.2.8.25 Anti-Streptolysin OTiter (ASOT)
- 1.2.8.26 Anti-Thyroglobulin Antibody*
- 1.2.8.27 Anti-Thyroid Peroxidase (TPO) Antibody*
- 1.2.8.28 Anti-Tissue Transglutaminase (tTG) antibody, IgA*
- 1.2.8.29 Bacillus anthracis Detection Test by Real Time PCR
- 1.2.8.30 Beta 2 Glycoprotein1 Antibody (B2 GP1 -IgG/IgM)*
- 1.2.8.31 Bone Marrow Cytogenetic Analysis
- 1.2.8.32 Bone marrow Examination & special stains.
- 1.2.8.33 Carbamazepine Drug level*
- 1.2.8.34 Cerebrospinal fluid IgG Index
- 1.2.8.35 Ceruloplasmin
- 1.2.8.36 Chikungunya virus Test by Real time PCR
- 1.2.8.37 Chlamydia pneumoniae IgG
- 1.2.8.38 Chlamydia pneumoniae IgM
- 1.2.8.39 Chlamydia trachomatis IgG Antibody
- 1.2.8.40 Chlamydia trachomatis IgM Antibody
- 1.2.8.41 Cold Agglutinin
- 1.2.8.42 Complement C3*
- 1.2.8.43 Complement C4*
- 1.2.8.44 Coxiella burnetiid
- 1.2.8.45 Bacteria by Real time PCR
- 1.2.8.46 Crimean Congo virus Test by Real time PCR
- 1.2.8.47 C- Peptide*
- 1.2.8.48 Cryoglobulin
- 1.2.8.49 Culture, Hemodialysis Water
- 1.2.8.50 Culture- Environmental specimens
- 1.2.8.51 Culture; Biological indicators.
- 1.2.8.52 Cyclosporine Drug level*
- 1.2.8.53 Cytology,SurePath™Liquid-Based*
- 1.2.8.54 (Gynecologic) PapTest*
- 1.2.8.55 Cytomegalovirus (CMV) IgG antibody*
- 1.2.8.56 Cytomegalovirus (CMV) IgM antibody*
- 1.2.8.57 Cytomegalovirus Virus (CMV) Test by Real Time PCR*
- 1.2.8.58 Cytopathology*
- 1.2.8.59 Cytology; Non-Gyn*



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- 1.2.8.60 Cytotoxic Antibody PRA (Panel Reactive Antibody)
- 1.2.8.61 Fine Needle Consultation*
- 1.2.8.62 Cytotoxic Antibody
- 1.2.8.63 Dengue Virus Indirect (ELISA)
- 1.2.8.64 Dengue virus Test By Real Time PCR
- 1.2.8.65 DHEA-S (Dehydroepiandrosterone Sulphate)
- 1.2.8.66 Digoxin Drug level8
- 1.2.8.67 Direct Immunofluorescence - Skin Biopsy
- 1.2.8.68 E.coli EHEC Stx1 and Stx2 by Real Time PCR
- 1.2.8.69 Echinococcus Antibody
- 1.2.8.70 ENA (Extractble nuclear Antibody) Screening
- 1.2.8.71 Epstein Barr virus (EBV) IgM Antibody*
- 1.2.8.72 Epstein Barr virus (EBV), IgG Antibody*
- 1.2.8.73 Epstein Barr Virus Test by Real Time PCR
- 1.2.8.74 EBNA IgG*
- 1.2.8.75 FAST IMMUNE FOR ASSESSING LYMPHOCYTE ACTIVATION
- 1.2.8.76 FISH Testing of Constitutional Specimens
- 1.2.8.77 FISH Testing of Leukemic Specimens
- 1.2.8.78 Flowcytometry (Immunophenotyping of leukemia/ lymphoma)
- 1.2.8.79 Flowcytometry for platelet glycoprotein.
- 1.2.8.80 Folate RBC*
- 1.2.8.81 Folate Serum*
- 1.2.8.82 Gentamycin Drug level*
- 1.2.8.83 G6PD Qualitative
- 1.2.8.84 G6PD Quantitative*
- 1.2.8.85 Haptoglobin*
- 1.2.8.86 Helicobacter Pylori Antibody IgG*
- 1.2.8.87 Hemoglobin Electrophoresis**
- 1.2.8.88 Hemoglobin H Inclusion Test
- 1.2.8.89 Hemoglobinopathies investigation
- 1.2.8.90 Heparin Assay
- 1.2.8.91 Hepatitis HBc Antibody (IgG)
- 1.2.8.92 Hepatitis HBc Antibody (IgM)
- 1.2.8.93 Hepatitis A (Total) Antibody*
- 1.2.8.94 Hepatitis A IgM Antibody*
- 1.2.8.95 Hepatitis Anti-HBs
- 1.2.8.96 HBV DNA Quantitative (Viral Load)*
- 1.2.8.97 HCV DNA Quantitative (Viral Load)*



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- 1.2.8.98 HCV Genotyping
- 1.2.8.99 Hepatitis C virus Antibody Test by Recombinant Immuno-Blot Assay (RIBA)
- 1.2.8.100 Hepatitis Delta antibody
- 1.2.8.101 Hepatitis E Virus antibody
- 1.2.8.102 Hepatitis HBe Antibody*
- 1.2.8.103 Hepatitis HBe Antigen*
- 1.2.8.104 Herpes simplex virus Detection (HSV 1/2) IgG/ IgM
- 1.2.8.105 Herpes simplex virus Detection (HSV 1/2) Test by Real Time PCR
- 1.2.8.106 hGH (Human Growth Hormone)
- 1.2.8.107 HIV 1 & II Antibody Test by Western Blot
- 1.2.8.108 HIV I Antigen P24 Test
- 1.2.8.109 HIV1 Quantitative (viral load)
- 1.2.8.110 HLA typing Class I & II
- 1.2.8.111 HTLV 1-2 Antibody Screen by ELISA
- 1.2.8.112 HTLV I & II Antibody Test by Western Blot
- 1.2.8.113 Immunofixation electrophoresis
- 1.2.8.114 Immunoglobulin A*
- 1.2.8.115 Immunoglobulin G*
- 1.2.8.116 Immunoglobulin E (Total IgE)*
- 1.2.8.117 Immunoglobulin E (Specific IgE)*
- 1.2.8.118 Immunoglobulin M*
- 1.2.8.119 Influenza A IgG/IgM Antibody Test
- 1.2.8.120 Influenza B IgG/IgM Antibody Test
- 1.2.8.121 Influenza virus (avian H5N1) Test by Quantitative Real Time PCR
- 1.2.8.122 Influenza virus (swine H1N1) Test by Real Time PCR
- 1.2.8.123 Insulin Hormone*
- 1.2.8.124 Intrinsic Factor
- 1.2.8.125 Investigation of Hemolytic Disease of the fetus and Newborn (HDFN)
- 1.2.8.126 Investigation of Transfusion Reactions
- 1.2.8.127 Kappa Light Chains*
- 1.2.8.128 Lambda Light Chains*
- 1.2.8.129 Leishmania Antibody
- 1.2.8.130 Leukemic Blood Cytogenetic Analysis
- 1.2.8.131 Leukocyte Adhesion Deficiency
- 1.2.8.132 Neutrophil Alkaline Phosphatase (NAP) Score
- 1.2.8.133 Liver Kidney Microsomal (LKM) Antibody
- 1.2.8.134 Lupus Anti-Coagulant
- 1.2.8.135 Lymphocyte markers (lymphocytes subset)



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- 1.2.8.136 MERS-CoV by Real Time PCR
- 1.2.8.137 Measles IgM Antibody
- 1.2.8.138 Monospot Test
- 1.2.8.139 Mumps antibody IgG
- 1.2.8.140 Mumps antibody IgM
- 1.2.8.141 Mycoplasma IgG/IgM Antibody Test
- 1.2.8.142 Myoglobin
- 1.2.8.143 Natural Anticoagulant – Functional Assay
- 1.2.8.144 Neuron-Specific Enolase (NSE)
- 1.2.8.145 Neutrophil Oxidative Burst Test
- 1.2.8.146 Nucleic Acid Testing (NAT)
- 1.2.8.147 Parainfluenza 1 ELISA IgG / IgM Antibody Test
- 1.2.8.148 Parainfluenza 2 IgG / IgM Antibody Test
- 1.2.8.149 Parainfluenza 3 IgG / IgM Antibody Test
- 1.2.8.150 Parvovirus B19 Test by Real Time PCR
- 1.2.8.151 Parvovirus B19, IgM antibody
- 1.2.8.152 Pathology Consultation (Second Opinion)*
- 1.2.8.153 Pathology Consultation Immunofluorescence Panel*
- 1.2.8.154 Platelet function screening
- 1.2.8.155 Phenytoin Drug level*
- 1.2.8.156 PR3-MPO
- 1.2.8.157 Protein Electrophoresis: Serum
- 1.2.8.158 Protein Electrophoresis: Urine
- 1.2.8.159 PSA, free*
- 1.2.8.160 PSA, Total*
- 1.2.8.161 Quantification of Phagocytic Activity of Neutrophils & Monocytes
- 1.2.8.162 QIAstat- DX Respiratory Panel by Real Time PCR
- 1.2.8.163 QIAstat- DX Meningitis/ Encephalitis (ME) Panel by Real Time PCR
- 1.2.8.164 PNH
- 1.2.8.165 Rift Valley fever virus (RVF) Test by Real Time PCR
- 1.2.8.166 Routine/Standard Chromosome Study (Constitutional)
- 1.2.8.167 Rubella IgG Antibody*
- 1.2.8.168 Rubella IgM Antibody*
- 1.2.8.169 SARS-CoV-2/ Flu A/B/RSV Test by Real Time PCR
- 1.2.8.170 Schistosoma Antibody
- 1.2.8.171 SHBG
- 1.2.8.172 Skin Patch Test
- 1.2.8.173 Sirolimus Drug level*



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- 1.2.8.174 Staining Acid-Fast Bacilli (AFB), Culture & PCR (GeneXpert); Body Fluids/ lymph nodes/ tissues/Misc. specimens
- 1.2.8.175 Staining Acid-Fast Bacilli (AFB), Culture & PCR (GeneXpert); CSF
- 1.2.8.176 Staining Acid-Fast Bacilli (AFB), Culture & PCR (GeneXpert); Sputum and Lower Resp. Tract specimens
- 1.2.8.177 Synovial Fluid Crystals
- 1.2.8.178 Syphilis Screen, TPHA
- 1.2.8.179 Tacrolimus Drug level*
- 1.2.8.180 Theophylline Drug level*
- 1.2.8.181 Thyroglobulin
- 1.2.8.182 Toxoplasma IgG Antibody*
- 1.2.8.183 Toxoplasmosis IgM Antibody*
- 1.2.8.184 Transferrin
- 1.2.8.185 Valproic Drug level*
- 1.2.8.186 Vancomycin Drug level*
- 1.2.8.187 Varicella Zoster IgG Antibody
- 1.2.8.188 Varicella Zoster IgM Antibody
- 1.2.8.189 Varicella- Zoster virus (VZV) Test by Real time PCR
- 1.2.8.190 Weil Felix
- 1.2.8.191 West Nile Virus (WNV) Test by Real Time PCR
- 1.2.8.192 Yellow fever virus by Real Time PCR

* Lab. tests referred to Hafr Albatin Regional Lab.

** Hb. Eletrophoresis is the only lab. test referred to King Khaled General Hospital's lab.

1.3 Targeted Age Groups: Neonates, Children & Adult females.

1.4 The Number of tests Annually: In MCH Laboratory & Blood bank department, about 700,000 tests are done per year serving all patients attending the outpatient, emergency and inpatients departments.

1.5 The Principal Diagnostics and Therapeutic Modalities If There:

1.5.1	Dimension EXL200 -----	Chemistry Unit
1.5.2	Atellica CI -----	Chemistry Unit
1.5.3	Synchron DXC700 -----	Chemistry Unit
1.5.4	Cobas e411(2 Machines) -----	Hormone Unit
1.5.5	Microscan Beckman coulter -----	Microbiology Unit
1.5.6	Vitek2 system -----	Microbiology Unit
1.5.7	Bact/Alert 3D -----	Microbiology Unit
1.5.8	BD Bactec 9120 -----	Microbiology Unit
1.5.9	Cbc Sysmex N1000(2 Machines) -----	Hematology Unit
1.5.10	Cbc Atellica -----	Hematology Unit
1.5.11	Coagulation Stago -----	Hematology Unit
1.5.12	Coagulation Sysmex Cs2100i -----	Hematology Unit



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1.5.13	Coagulation Sysmex CN3000 -----	Hematology Unit
1.5.14	CBC DXH 520 -----	Hematology Unit
1.5.15	Evolis Biorad (2 Machines) -----	Serology Unit
1.5.16	Atellica NEPH 630 -----	Serology Unit
1.5.17	Liaison X -----	Serology Unit
1.5.18	Beckman Coulter DXU 850 IRIS -----	Parasitology
1.5.19	Ortho vision Automated Blood Grouping and Cross Matching -----	Blood Bank
1.5.20	Ortho vision Centrifuge and Incubator for Manual Grouping and Cross Matching	
1.5.21	Bio-Rad Centrifuge And Incubator for Manual Grouping And Cross Matching	

2. Key Performance Indicators(KPI) Developed & Monitored By The Department:

- 2.1 TAT (Turnaround Time)
- 2.2 Cross matched/transfused ratio
- 2.3 Percentage of expired RBCs units in blood bank
- 2.4 Percentage of female blood donors
- 2.5 Percentage of adverse donor reaction
- 2.6 Percentage of volunteer blood donors
- 2.7 Multi Drug Resistant (MDR) organisms & Food poisoning (FP) monthly statistics.
- 2.8 Antimicrobial Stewardship program on yearly basis.

3. Customers:

3.1 Internal Customers:

- 3.1.1 OPD Clinics.
- 3.1.2 All Surgical and medical departments in the hospital.
- 3.1.3 Medical records department.

3.2 External Customers:

- 3.2.1 College of Applied Medical Sciences (Pre & post) graduates.

4. Working Days and Working Hours:

- 4.1 The laboratory and blood bank department provide laboratory services 24 hours/day, 7 days/week, 12 months/year, for inpatients, outpatients and emergency room patients according to the following program:
 - 4.1.1 The sections of Blood Bank (Transfusion services only), Clinical chemistry, Hematology, are available for emergency investigations for 24 hours/day, 7 days/week including official holidays.
 - 4.1.2 The sections of Hormones, serology, and routine investigations for other sections operate five days/week from Sunday to Thursday from 7:30 am to 3:30 pm. Specimens sent after regular duty time are received & stored according to lab. P&Ps.



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5. Departmental Committees and Meetings:

- 5.1 Department Staff Meeting (Schedule and Minutes)
- 5.2 Participate in The Hospital Committees

6. Support Service:

- 6.1 All Hospital Departments

7. Departmental Challenges and Improvement Initiatives:

- 7.1 Comply with the CBAHI standards for laboratory services.
- 7.2 Continuously improve quality and customer satisfaction while expanding the scope of services
- 7.3 Update as many processes and tests as possible in order to continuously improve quality, productivity and Decrease turnaround time for results.
- 7.4 Enhance education and experience for all staff through development of training programs

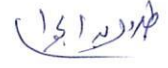
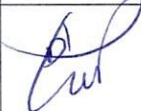
8. Regulatory Agencies:

- 8.1 Ministry of Health (MOH); Saudi Arabia



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