

Haematology (PRUH) Opening Hours

The Laboratory operates a 24/7 service

Routine: Monday - Friday: 08:45 – 17.00 (5.00pm – 8.00pm reduced service)

- Non-urgent samples should arrive in Specimen Reception (SR) between 09:00-17:30
- Routine profiles are performed daily (Mon-Fri)

Out of Hours: 8pm – 8.45am Monday – Friday, and 8am Saturday – 8am Monday

- Bleep the Biomedical Scientist (BMS) on **Bleep 311** at any time outside normal working for urgent requests

Locations:

- Pathology, Level 2, South Wing, Princess Royal University Hospital (PRUH)
- For Viapath Analytics website: www.viapath.co.uk

Department Contacts

Monday - Friday: 09.00 – 17.00 and Out of hours

- Haematology telephone number for results query call Specimen Reception: PRUH 016898 **64266**
- Haematology Laboratory Manager – Lisa Cook Ext: **64262** or email lisacook1@nhs.net
- Haematology Laboratory – Extensions: **64257/64258/64259**
- For clinical advice please contact the Duty Haematology clinician in the first instance – **Bleep 156** or via switchboard
 - **Routine Hours** – contact Haematology secretaries on Ext: **64265**, who will direct your query
 - **Out of hours, weekend and bank holidays** - contact on-call Haematology clinician via switchboard

Sample Requirements

Remember to:

Use the correct specimen bottles and ALL samples must include:

- Patient's full name (first name & surname)
- Date of Birth (DOB)
- NHS/hospital number
- Date sample was taken
- The requestor's name or location

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- Ensure the specimen bottle and form (where applicable) are sent separated in a clear sample bag
- Specimen bottles are tightly sealed to avoid leakage in transit

The details on sample and request **must** match. The haematology staff cannot alter incorrectly or inadequately labelled samples. The laboratory report will notify the requester of inadequately or incorrectly labelled samples/request forms that will be retained in the laboratory for inspection until the next working day. In addition, rejected requests from SCBU, ITU and ED will be communicated by telephone.

- Inadequately or unlabelled labelled samples will not be processed and will be discarded
- Ensure that requests made via the EPR/t-Quest systems have a barcode label affixed that contain all patient details listed above and include the requested test assays
- Clinical details, indication for request and date/time of operation (see individual sections) should be indicated on request form or EPR /tQuest request.

Tests available on emergency basis

The following tests are available on an emergency basis for the immediate diagnosis and management of a patient after normal working hours, Saturday, Sunday and Bank Holidays:

Full Blood Count; WBC differential, Hb, RBC indices, PLT, WBC	EDTA anticoagulant - all 4mL bottle (purple top)
Retics	EDTA anticoagulant - 4mL bottle (purple top)
ESR	Adult - 4mL bottle (purple top) only
Malaria Screen	EDTA anticoagulant - 4mL bottle (purple top), state country visited and when
Glandular Fever screening test	4mL bottle (purple top) or 5mL bottle (gold top)

Referral Laboratories used by this Laboratory

Refer to the PRUH Pathology attached list - [Direct Referral Laboratories \[PP-QF-044\]](#)