



Viapath Analytics, Nutristasis Department  
4<sup>th</sup> Floor, North Wing  
St. Thomas' Hospital  
Westminster Bridge Road  
London. SE1 7EH

12<sup>th</sup> May 2021

**Re: Delay to Vitamin A, E and Warfarin turnaround times**

Dear Colleague,

This letter serves to inform users of the delay to vitamins A, E and warfarin turnaround times within the Viapath Analytics Nutristasis Department at St. Thomas' Hospital, due to analyser breakdown.

We are working with engineers to resolve the issue, after which working capacity will be increased to clear the backlog, whilst managing the present workload to avoid any further delays. Samples will be processed in order of receipt, estimated timeframe to clear the backlog is two weeks. Users will be updated accordingly should resolution take longer than anticipated.

If your test result is deemed urgent and not available within the above stated timeframes please contact customer services on 0204 513 7300 or email [customerservices@viapath.org](mailto:customerservices@viapath.org) who will direct your request accordingly.

We thank you for your patience and understanding.

Kind regards,

A handwritten signature in black ink, appearing to read "Ashwenia Krishnan".

Ashwenia Krishnan  
Service Delivery Manager  
Reference Services

A handwritten signature in black ink, appearing to read "Dr Dominic Harrington".

Dr Dominic Harrington  
Chief Scientific Officer  
Haemostasis and Thrombosis