

QUALITY MANUAL: MODEL ACCORDING EC4 ESSENTIAL CRITERIA

5. PREMISES AND ENVIRONMENT

5.4. FACILITIES FOR PATIENTS

AUTHOR	VERSION	APPROVED BY	DATE	

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PAGE 2 OF 4		

0. CONTENTS

1. INTRODUCTION

- 1.1. SCOPE
- 1.2. AIMS
- 1.3. PUBLICATION CREDITS
- 1.4. REFERENCES
- 1.5. RELATED DOCUMENTS
- 1.6. ABBREVIATIONS
- 1.7. RELATED DEFINITIONS

2. RECEPTION AND WAITING AREA

3. HYGIENIC FACILITIES

4. PHLEBOTOMY ROOMS

5. STORAGE

6. STANDARD PROCEDURES FOR OBTAINING SPECIMENS

7. PRIVACY

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		(DATE): 17/10/01
		PAGE 3 OF 4

1. INTRODUCTION

There should be an adequate reception area with suitable access also for disabled.

There should be adequate waiting space.

There should be phlebotomy rooms, which afford sufficient privacy.

There should be rooms for collection of special samples from patients, where appropriate.

There should be room for performance of dynamic function tests, where appropriate.

There should be adequate sanitary facilities for urine collection as well as hand washing.

1.1. SCOPE

1.2. AIMS

To fulfil the requirements of the following clauses:

ISO 15189	ISO 9000: 2000	ISO 17025
5.2. Accommodation and environmental conditions. 5.2.2. and 5.2.3.		

1.3. PUBLICATION CREDITS

EC4 WG

1.4. REFERENCES

1. Jansen RTP, Blaton V, Burnett D, Huismann W, Queraltó JM, Zérah S, Allman B. European Communities Confederation of Clinical Chemistry: Essential criteria for quality systems of medical laboratories. Eur J Clin Chem Clin Biochem 1997; 35(2): 123-132.
2. ISO/TC 212/WG 1., Quality management in the clinical laboratory. Revised ISO/CD 15189, Quality Management in the Medical Laboratory (December 1998). 5.2.2., 5.2.3.
3. Burnett D. Understanding accreditation in laboratory medicine. Chapter 7. Facilities and equipment. Association of Clinical Biochemist: London. 1996; 122-123.

1.5. RELATED DOCUMENTS

1.6. ABBREVIATIONS

1.7. RELATED DEFINITIONS

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(DATE): 17/10/01		
PAGE 4 OF 4		

2. RECEPTION AND WAITING AREA

There is a reception and waiting area clearly separated from the laboratories (see below) with direct access from the street. Appropriate signing provides information for patients and relatives.



There are facilities for disabled to access the reception and waiting area.



3. HYGIENIC FACILITIES

Patient WC and hand-washing facilities, separate from those used by the laboratory staff, are designed with the appropriate signs (see below).



4. PHLEBOTOMY ROOMS

There are 10 phlebotomy rooms (see below) affording appropriate privacy. Two of them have an exploratory bed (for dynamic tests), and eight have a phlebotomy chair.

There are three recovery sets available (marked:



5. STORAGE

Material for phlebotomy and containers for urine (and other specimens) collection are stored in a room non-accessible for unauthorised persons.

6. STANDARD PROCEDURES FOR OBTAINING SPECIMENS

Standard Procedures for obtaining specimens are included in the *Pre-analytical phase Manual*.

7. PRIVACY

The phlebotomy rooms ensuring that privacy, dignity and religious and cultural beliefs are respected.

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