



# BIOGENIX

## POLICY PROCEDURE FOR SCOPE OF SERVICES

	NAME	DESIGNATION	SIGNATURE	DATE
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*Document Control: BG/PP/GEN/006*

**BIOGENIX**

**VERSION: 1.0**

**DATE OF EFFECTIVITY:**  
**01/07/2020**

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**NEXT REVIEW DATE:** 30/06/2022

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## 2. REVISION HISTORY

#	Version	Date	Changes Made by	Reason for Changes	Clause Changed
1	1.0				





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### 4. POLICY STATEMENT

BIOGENIX laboratory provides testing facilities to cater to its clients. The aim is to provide reliable and quality-controlled results in the most competent way.

### 5. PURPOSE

The purpose of this procedure is to describe the services provided by the Biogenix Laboratory and the way the work is managed.

### 6. SCOPE

- 6.1. The scope of this policy extends to all the laboratory services provided in the BIOGENIX Laboratory
- 6.2. Target audience: All Biogenix staff

### 7. DEFINITIONS

- 7.1. N.A.

### 8. ACRONYMS

- 8.1. DOH- Department of Health Abu Dhabi
- 8.2. LIS - Laboratory Information System
- 8.3. CAP - College of American Pathologists

### 9. RESPONSIBILITIES

- 9.1. It is the responsibility of the Laboratory Director to monitor the services provided and execute changes to enhance the process.
- 9.2. It is the responsibility of all the laboratory staff to perform work as per the established policies and procedures to ensure best patient care.

### 10. PROCEDURE





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<b>Vision, Mission and Goals of the department</b>	<p><b>Vision:</b> BIOGENIX Laboratory, through continuous quality improvement measures will provide high standard laboratory services to all patient and will go towards national recognition and accreditation from certified organizations outside the United Arab Emirates.</p> <p><b>Mission:</b> The Laboratory is committed to BIOGENIX mission to be a leader in promoting laboratory services within acceptable quality and turnaround time to all patients.</p> <p><b>Goals:</b> On our way to achieve our vision statement we will:</p> <ul style="list-style-type: none"><li>• Provide a high standard service.</li><li>• Treat all patients friendly.</li><li>• Ensure safety of staff and patients.</li><li>• Assure confidentiality for the patients.</li><li>• Respect the country traditions and culture.</li><li>• Work as a team; support each other, free of blame.</li></ul>
<b>Scope &amp; Complexity of services provided</b>	<p><b>Range of Activities</b></p> <p>The Laboratory provides laboratory tests to the Patients from different Private and Public sector clinics, hospitals, daycare and other referral labs.</p> <p>The lab is open to receive patient's specimens 24 hours / day, 7 days / week.</p> <p>The Biogenix Referral lab is located in Masdar city and is formed of:-</p> <ul style="list-style-type: none"><li>• Sample reception room</li><li>• Molecular Laboratory</li><li>• Core Laboratory</li></ul> <p>The DOH Abu Dhabi has classified G42 Healthcare (BIOGENIX) as a private Laboratory and accordingly the laboratory is presenting COVID 19 real time PCR and a reasonable number of special tests.</p>
<b>Methods used to assess various customers and organization's needs</b>	Customer satisfaction surveys and representation through designated committees.





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<b>Types &amp; Ages of patients served</b>	Patients of all nationalities and age groups from neonatal to octogenarians.
<b>Appropriateness, Clinical Necessity and Timeliness of Support Services Provided</b>	Real time PCR (COVID 19), CBC, HBs antibodies, SARS CoV -2 IgG and IgM ( Serology) services
<b>Meetings</b>	Monthly laboratory staff meeting to discuss pertinent issues concerned with laboratory function.
<b>Days and hours of operation</b>	24/7
<b>Regulatory Agencies Relevant to Service</b>	DOH Department of Health Abu Dhabi.
<b>Staffing plan</b>	The Laboratory Director is responsible for staffing the laboratory adequately with qualified personnel. Human Resource Management service coordinates actual hiring.  The Laboratory Director establishes the selection guidelines for each category of staff: Pathologist, Technologists, Technicians and office staff. Actual selection responsibility and authority has been delegated to the Laboratory Director. Once selection is done by the Laboratory Director, it is reviewed and approved by the Chief medical officer and finally by the CEO.

## 11. CROSS REFERENCE

- 11.1. ISO 15189 Medical laboratory- Requirements for Quality and Competence.
- 11.2. HAAD Standard

## 12. RELEVANT DOCUMENTS & RECORDS

- 12.1 BG/FP/GEN/001 Flow Process of Molecular Lab
- 12.2 BG/FP/GEN/002 Flow Process of Core Lab

