

Patient care and respect

From the moment a patient enters our doors to the collection and processing of their samples, we maintain a standard of excellence in patient care and sample management.

Our approach towards patients and their samples is centred on providing careful, respectful, and non-discriminatory treatment. We prioritise the well-being of patients by ensuring their samples are handled with utmost care, while promoting a culture of respect and equality for all individuals.

The guidelines for obtaining patient consent during the process of sample collection are of utmost importance. It is imperative to ensure that patients fully understand the purpose, risks, and benefits associated with the procedure. In order to obtain valid consent, Pathology First staff must provide clear and comprehensive information to the patients, allowing them to make an informed decision. This includes explaining the nature of the samples being taken, the potential uses of these samples, and any potential risks or discomfort that may arise. Additionally, patients should be given the opportunity to ask questions and seek clarification before providing their consent. It is crucial to respect the autonomy and rights of patients by obtaining their consent in a transparent and ethical manner.

The above is in accordance with ISO 15189:2022 section 4.3 e), f), i) Requirements regarding patient and 7.2.2 e) Laboratory information for patients and users.