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## INTRODUCTION

This short guide for National University Hospital (NUH) Laboratory Services aims at providing a compendium of valuable information for all of the tests and services offered by the department. We aim to reach our clients both within NUH, in Singapore and in the region. Due to the complexity of the workflow in clinical laboratories today, we hope to have consolidated all information with the greatest clarity. We encourage our clients to communicate directly with us when further clarity is necessary.

### Laboratory Vision

“We lead in providing laboratory services designed to assist our customers with the diagnosis and treatment of disease, the promotion of health and the advancement of medical science.”

### Professional Staff

Our [Professional staff](#) comprises both medically and doctorate qualified staff supporting all Divisions within the Department. Together, we provide medical and scientific support for our laboratory. We are available for consultative services regarding laboratory testing, result interpretation, and unexpected results. Please contact us when unusual cases are encountered and special testing arrangements are required.

The Department of Laboratory Medicine comprises:

### Clinical Chemistry Division

The CORE laboratory is a highly automated laboratory, providing 24 hour services with STAT and routine orders for a wide range of tests. Our comprehensive laboratory automation system provides centrifugation, aliquoting and archival services for all samples and analysis for basic chemistry and immunoassay tests. We receive both adult and paediatric samples into our workflow as well as sample aliquots from external locations.

Our testing menu includes blood gases, renal panel, liver panel, calcium studies, lipid studies, iron studies, cardiac studies, therapeutic drugs, immunosuppressant drugs, urine chemistries, urinalysis, fluid studies, rapid tests, endocrine parameters, specific proteins, first trimester testing and other miscellaneous tests.

Laboratory: 67724346

Supervisor: Ms Chong Ai Teng, BSc, MSc 67724912

The Infectious serology laboratory performs serological testing on a wide range of infectious diseases as well as autoimmune diseases. The laboratory is also responsible for blood donor screening and donor transplant screening services. We have a combination of chemiluminescent assays in use as well as a very wide range of automated ELISA assays, immunofluorescence and immunoblot techniques.

Supervisor: Ms Tan Ai Ping, BSc 67724346

The Special Chemistry laboratory supports a mixture of assays using more manual methodologies, radioimmunoassay, High performance liquid chromatography and electrophoresis. We support

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testing in myeloma work ups, HbA1c and HbA2/F quantitation with Hb variant typing, pheochromocytoma screening and oligoclonal band testing.

Supervisor: Ms Cecilia Yin, BSc 67724399

The Medical Centre Laboratory is a satellite laboratory supporting basic urgent testing for renal, liver and lipid panels and FBC for outpatients.

Supervisor: Mr Mark Yuen, DQE, Dip, MBA 67722327

The Client Services provides support in referring tests which are not offered in NUH, to appropriately accredited laboratories within Singapore and around the world. The service includes sourcing for a suitable laboratory, packing and distributing to these laboratories, resulting and billing.

Supervisor: Ms Ng Siew Lan, BSc 67724346

As an Academic Health System, the Research Support service provides laboratory testing for approved research and investigational purposes for NUH. The service includes sourcing for suitable testing methods, analysis, resulting and billing.

Supervisor: Ms Ana Pajarillaga, BSc 67726189

Point of Care service refers to any patient testing performed within NUH that is not performed as part of the central laboratory. Our POC coordinators provide oversight of all instruments in terms of quality control, quality assurance compliance and meeting all regulatory and accreditation requirements. They also manage requests for new, expansion or relocation of POC services.

Supervisor: Ms Margaret Chong, BSc 67722017

## Haematology Division

The CORE haematology laboratory provides 24 hour services with urgent and routine orders for a range of routine and specialised tests. Our basic services include full blood profiles, coagulation, fluid counts and ESR. Haematology staff also provide technical assistance for the collection of bone marrow biopsies and support services in haemopathology.

Laboratory: 67722323

Supervisor: Ms Soh Ming Zi, BSc, MSc 67724109

The Flow Cytometry Laboratory performs flow cytometric analysis used by clinicians in diagnosing, monitoring and treating patients with immunophenotype testing requests on blood, bone marrow and lymph node cell suspensions.

Supervisor: Ms Jenny Li, MBBS (China), MSc 67724016

The Cytogenetic's laboratory provides chromosomal studies of haematological and congenital/constitutional disorders. This includes chromosomal karyotyping and molecular cytogenetics by FISH.

Supervisor: Ms Chua Sok Peng, BSc, MSc 67722512

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The Blood Transfusion Service ensures that services delivered for blood transfusion are safe, auditable, timely and meet both local and international guidelines for good transfusion practice.

Supervisor: Ms Susan Lim, BSc, MT (ASCP), SBB 67724344

The Stem Cell Laboratory processes peripheral stem cell and bone marrow products for transplantation purposes. It also supports bone marrow, PBSC, donor lymphocyte and cord blood cryopreservation.

Supervisor: Mr Soh Teck Guan, BSc, MSc 67725398

### Microbiology Division

The Microbiology laboratory provides a comprehensive range of services in bacteriology, infectious diseases and susceptibility testing, mycology, virology, parasitology, and molecular testing.

Supervisor: Mr Donald Chiang, BSc 67722341

### The Molecular Diagnosis Centre

The Molecular laboratory provides molecular-based testing for identification of human gene mutations and detection, identification and quantitation of various bacteria and viruses prior to and during patient therapy.

Supervisor: Ms Lily Chiu, BSc, MSc, ASCPi 67724384

### Administration

Ms Ng Kit Ping, BSc, MBA, Snr Asst Director 67724562

Mr Ricky Ong, DQE, ADip, Snr Manager 67724180

Ms Eileen Goh, BSc, Asst Manager 67723309

Ms Norlinda Md Ali, Dip, BSc, Safety Coordinator 67724023

Ms Goh Soon Heok, Dip, BBA, Snr Material Coordinator 67724610

Ms Annie Lim, BSc (Hons), Snr Executive 67725727

Ms Lili Yang, BSc, Systems Manager 67724526

The Laboratory Information Systems support the department by providing support and maintenance of the various computer systems within the Laboratory.

Ms Veetaine Chai, BSc (Hons), IT Manager 67724622

Ms Tan Chiew Hwee, Dip, BSc, IT Manager

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The phlebotomy staff assist in collection of blood samples for inpatients in pre-defined wards.

Supervisor: Ms Wong Chooi Lai, SRN

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NUH Referral Laboratory (NRL) will service our non-NUH clients with their enquiries, collection of specimens, test availability and schedules, as well as resulting and billing of tests.

Ms Ng Lee Kian, BSc, GDip, MBA, Sr Executive

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