

Instructions for Users: Biochemistry Test Add-On's

1. Email Add-On Service - Monday – Friday 08:30 – 17:00 (excluding public holidays)

The Clyde Biochemistry Department utilises an Email based service for routine Biochemistry add-on tests on samples already sent from select Primary and Secondary Care locations to the RAH, IRH and VoL laboratories. This service is in operation Monday – Friday 08:30 – 17:00, excluding public holidays. All requests for email add-on's must be sent from a secure NHS email, i.e. nhs.scot, ggc.scot.nhs.uk etc. **Requests sent from personal or non-secure sources will not be processed.**

From Monday 4th November 2024, the email add on service will be available for all secondary care within Clyde Sector.

The mailbox will be monitored regularly and results for add-on tests should be available within a maximum of 4 hours. For **urgent** requests from secondary care locations, (particularly acute care locations), it is advised that a new sample is sent to the Laboratory for analysis.

The email address for requesting Biochemistry Add-On tests for samples at RAH, IRH and VOL laboratories is:

ggc.clyde.biochemistryaddon@nhs.scot

All email requests **must** contain the following information:

- Location*
 - **It is **essential** that the hospital site and location is indicated in the request, both in the **subject line** and the main body*
- Patient Name
- Patient CHI number
- Test(s) to be added on
- Sample details*
 - **if required to be added to a specific sample*

The department will respond to each add-on request made to notify users that the request has been processed / cannot be processed.

During periods of significant service disruption within Clyde Biochemistry the Email Add-On service may be temporarily withdrawn. On these occasions the department will utilise the automatic replies function to alert users to the service being temporarily unavailable.

2. Biochemistry Add-On's when email service is not in operation

For Biochemistry Add-on tests required outside of the times of operation of the email add on service, a paper request slip must be submitted to the laboratory: **[LF-CBIO-238]**



LF-CBIO-238
Request slip for Biochem