

### **Instructions for Requesting Add-On tests via Email for Primary and Secondary Care Users – Clyde Biochemistry**

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 09:00 – 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.**

**As of 22/04/2024 only the following locations will be able to request Biochemistry add on tests by email:**

- RAH A&E
- RAH AMU
- RAH HDU
- RAH ICU
- RAH MAU
- RAH SDAU/SDSU
- RAH SCBU

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.clydebiochemistryaddon@ggc.scot.nhs.uk](mailto:ggc.clydebiochemistryaddon@ggc.scot.nhs.uk)

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

- Location\*
  - *\*It is **essential** that the hospital site and location is indicated in the request*
- 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During periods of significant service disruption within Clyde Biochemistry the Email Add-On service may be temporarily withdrawn.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.