



MINISTRY OF HEALTH

# NATIONAL PUBLIC HEALTH LABORATORIES

# SERVICE CHARTER

*“At the frontline of protecting the Kenyan public from emerging and re-emerging health threats”*

# Mandate

Delivery of safe, reliable, quality laboratory services that meet national health priorities and international requirements and standards

# Mission

To provide effective leadership for efficient, accessible, responsive and quality public health laboratory services that contributes towards protecting the community against communicable and non-communicable conditions

# Vision

To be a Centre of excellence in provision of quality Public Health Laboratory Services

# SERVICE STANDARDS

We are committed to providing the highest standards of service to all our customers. You can expect the following from us:

## Quality

We will:

- ▶ Strive to provide services that conform to ISO standards
- ▶ Act with care, diligence, honesty and integrity;
- ▶ Maintain confidentiality at all times
- ▶ Endeavour to provide quality results within the stipulated turnaround time
- ▶ Be respectful and courteous
- ▶ Be clear and helpful;
- ▶ Refer enquiries we cannot sufficiently respond to relevant laboratories and agencies

## Communication,

We will Endeavour to:

- ▶ Respond to correspondences promptly; reply to letters, faxes and emails within five(5) working days and on more complex issues, our initial reply will give you an estimate of the time a full response will take and the cost, if any;
- ▶ Attend to all visitors promptly ;
- ▶ Deal with tasks efficiently and effectively
- ▶ Notify about our meetings in good time;
- ▶ be accountable and adhere to sound business practices
- ▶ Prompt payment for goods, services and works upon submission of accurate invoice or any other supporting documents in line with government procurement procedures, rules and regulations;

## Service Improvement

We aim to:

- ▶ Ensure that the accuracy and quality of our services remain world-class by continuously incorporating relevant developments in science in our services;
- ▶ Further improve procedures for monitoring the quality of our services and reporting of results;
- ▶ Upgrade the ways in which we deliver our services, in line with increasing improvements in technology and the changing needs of our clients; and
- ▶ Develop a streamlined system of handling enquiries and feedback on our services
- ▶ Customer feedback will be reviewed and utilized for improvement of services

## Accessibility

The facilities shall be operational from **8.00 am** to **5.00 pm** from **Monday** to **Friday** except Public holidays, but shall remain open under special circumstances such as disease outbreaks and emergencies.

## SPECIMEN COLLECTION, TRANSPORTATION AND RECEPTION

### Specimen Collection

The quality of diagnosis largely depends on the quality of specimen collection and handling. NPHLS provides guidelines on specimen collection and handling through specific SOPs. Please contact the relevant laboratory supervisors if unsure about the type of specimen required for a test or for questions regarding a particular test.

### Specimen Transport to the Laboratory

NPHLS provides guidelines on sample packaging and transportation upon request. For each submission, a specimen requisition form and/or tracking form should be submitted

### Specimen Collection: Courier and Postal Deliveries

When sending samples from an external institution or laboratory, it is the responsibility of the sender to ensure that the samples are packed in accordance with the current IATA regulations, contain appropriate paper work and are labelled correctly. Courier / taxi / suitable transport should be arranged appropriately. You may have to contact the recipient laboratory to indicate approximate time of arrival of sample.

### Receipt of Specimens

Surveillance samples are received in the Laboratory during normal working hours. Every effort should be made to have outbreak samples delivered to the laboratory during working hours. If this is not possible, the shipper/courier should contact the Laboratory Manager of the designated laboratory to coordinate delivery at any other time. All specimens should be taken to designated central specimen reception areas.

Once received the receiving officer logs in the samples and archives, tests or rejects the samples according to the sample rejection SOP. Each laboratory follows prescribed specimen rejection criteria to determine the suitability of specimens.

### Testing Requests

A request form must accompany all specimens sent to the laboratory. Sample forms are available in the laboratory and should be filled in appropriately.

<b>Service Rendered</b>	<b>Requirements to obtain Services</b>	<b>Specimen Container and transport/storage conditions</b>	<b>Cost (KShs)</b>	<b>Turnaround Time</b>
<b>Malaria Microscopy Quality Assurance</b>	<b>Enrolment application</b>	<b>Blood Slides</b>	<b>Free</b>	<b>Quarterly</b>
<b>HIV Proficiency Testing</b>	<b>Enrolment application</b>	<b>N/A</b>	<b>Free</b>	<b>Quarterly</b>
<b>ELISA Ag-Ab Test</b>	<b>Request Form ,Dried Blood Spot, plasma, serum, whole blood</b>	<b>Filter paper stored at room temperature in zip lock and glycine envelop and desiccant</b>	<b>Free</b>	<b>10 days</b>
<b>CD4 Test</b>	<b>Request Form, Whole blood</b>	<b>EDTA/stabilizer tube 4-5 mls at room temperature</b>	<b>Free</b>	<b>24 Hours/48hr</b>
<b>Early Infant Diagnosis (EID) Test</b>	<b>Request Form, Dried Blood Spot</b>	<b>Filter paper stored at room temperature in zip lock and glycine envelop with desiccants</b>	<b>Free</b>	<b>5 Days</b>
<b>HIV RNA/DNA Viral Load Test</b>	<b>Request Form, Plasma/DBS</b>	<b>2mls plasma at -20oC in cold chain</b>	<b>Free</b>	<b>5 Days</b>

<b>Service Rendered</b>	<b>Requirements to obtain Services</b>	<b>Specimen Container and transport/storage conditions</b>	<b>Cost (KShs)</b>	<b>Turnaround Time</b>
<b>Liver function tests (Total bilirubin; Direct bilirubin; SGOT; SGPT; Alkaline phosphatase, Total protein; Albumin)</b>	<b>Request Form, Plasma, serum</b>	<ul style="list-style-type: none"> <li>• 2 days at 15-25 °c</li> <li>• 7 days at 2-8 °c</li> <li>• 6 months at -15 to -25°c</li> </ul> <b>NB: protect from light</b>	<b>800</b>	<b>24 Hours</b>
<b>Renal function test (urea /Electrolyte/ creatinine)</b>	<b>Request Form, Plasma, serum</b>	<b>2mls plasma/ serum at 2-8oC</b>	<b>500</b>	<b>24 hours</b>
<b>Hematology (FBC)</b>	<b>Request Form, Whole blood</b>	<b>EDTA 4-5 mls at room temperature</b>	<b>500</b>	<b>24 Hours</b>
<b>Lipid profile( Total cholesterol; HDL; LDL; Triglycerides)</b>	<ul style="list-style-type: none"> <li>• Request form</li> <li>• Serum- Li-Heparin Plasma</li> <li>• K<sub>3</sub>-EDTA plasma</li> </ul>	<ul style="list-style-type: none"> <li>• 5- 7 days at 2-8°c</li> <li>• 3 months at-15 to -25°c</li> </ul> <b>Several years -60 to -80 °c</b>	<b>600</b>	<b>24 hour</b>
<b>Bone metabolism profile (calcium; phosphorous, ALP)</b>	<ul style="list-style-type: none"> <li>• Request form</li> <li>• Fresh serum Li-Heparin Plasma</li> </ul>	<ul style="list-style-type: none"> <li>• 7 days at 15-25 °c</li> <li>• 3wks at 2-8 °c</li> <li>• 8 months at -15 to -25°c</li> </ul>	<b>300</b>	<b>24 hour</b>
<b>Thyroid Function Tests</b>	<b>Request Form, serum/plasma</b>	<b>Vials/vacutainers refrigerated 2-8°C</b>	<b>1500 per TFT profile</b>	<b>24 Hours</b>
<b>CA 125 (Ovarian cancer</b>	<b>Request Form, serum/plasma</b>	<b>Vials/vacutainers refrigerated 2-8°C</b>	<b>1000</b>	<b>24 Hours</b>
<b>CA 19-9 (Pancreas cancer and Bile</b>	<b>Request Form, serum/plasma</b>	<b>Vials/vacutainers refrigerated 2-8°C</b>	<b>1000</b>	<b>24 Hours</b>

<b>Service Rendered</b>	<b>Requirements to obtain Services</b>	<b>Specimen Container and transport/storage conditions</b>	<b>Cost (KShs)</b>	<b>Turnaround Time</b>
<b>PSA (Prostrate cancer)</b>	<b>Request Form, serum/plasma</b>	<b>Vials/vacutainers refrigerated 2-8°C</b>	<b>1000</b>	<b>24 Hours</b>
<b>CA 15-3 (Breast cancer)</b>	<b>Request Form, serum/plasma</b>	<b>Vials/vacutainers refrigerated 2-8°C</b>	<b>1000</b>	<b>24 Hours</b>
<b>AFP (Liver cancer)</b>	<b>Request Form, serum/plasma</b>	<b>Vials/vacutainers refrigerated 2-8°C</b>	<b>1000</b>	<b>24 Hours</b>
<b>CEA (Colorectal cancer)</b>	<b>Request Form, serum/plasma</b>	<b>Vials/vacutainers refrigerated 2-8°C</b>	<b>1000</b>	<b>24 Hours</b>
<b>Glycogenated hemoglobin (HbA1C)</b>	<b>Request Form, whole blood</b>	<b>Whole blood 2 mls at room temperature</b>	<b>1000</b>	<b>24 Hours</b>
<b>Microalbiminuria/Creatinine ratio</b>	<b>Request Form, urine</b>	<b>Urine container at cool temperature</b>	<b>2500</b>	<b>24 Hours</b>
<b>Glucose Metabolism( Fasting/random; GGT)</b>	<b>Request Form, whole blood (EDTA)</b>	<b>Whole blood 2 mls at room temperature</b>	<b>100</b>	<b>1 Hour</b>
<b>Iron profile (Iron; Ferritin; Transferrin)</b>	<b>Request Form, serum/plasma</b>	<b>2mls plasma/ serum at 2-8°C</b>	<b>500</b>	<b>24 hour</b>



<b>Service Rendered</b>	<b>Requirements to obtain Services</b>	<b>Specimen Container and transport/storage conditions</b>	<b>Cost (KShs)</b>	<b>Turnaround Time</b>
<b>Fertility profile ( Prolactin; LH; progesterone; FSH; Estradiol; β-HCG)</b>	<b>Request Form, serum/plasma</b>	<b>2mls plasma/ serum at 2-8°C</b>	<b>6000</b>	<b>24 hour</b>
<b>Cardiac enzymes (CPK; LDH; CRP;CK-MB; )</b>	<b>Request Form, serum/plasma</b>	<b>2mls plasma/ serum at 22-8°C</b>	<b>2000</b>	<b>24 Hour</b>
<b>Pap smear</b>	<b>Request Form, Pap smear</b>	<b>Fixed cervical smears; Room temperature</b>	<b>500</b>	<b>1 week</b>
<b>Fine needle aspirates/ Fluids</b>	<b>Request Form, FNA smears</b>	<b>Fixed FNA Smears, Room temperature</b>	<b>1000</b>	<b>1 week</b>
<b>HPV DNA testing for cervical smears</b>	<b>Request form, Cervical smear</b>	<b>Cervical smears in transport media; Room temperature</b>	<b>2000</b>	<b>1 week</b>
<b>Aflatoxins in Foods testing</b>	<b>Request form, sample, minimum 1 kg, 250g for peanut butter</b>	<b>Packaging khaki paper, moisture free storage/transport conditions, Clean dry air tight container for peanut butter</b>	<b>3500</b>	<b>7days</b>
<b>Salt Iodate testing</b>	<b>Request Form, salt sample, minimum 250g</b>	<b>moisture resistant package</b>	<b>800</b>	<b>3 days</b>
<b>Micro-nutrients analysis</b>	<b>Request Form, Sample</b>	<b>Sealed package</b>	<b>700 per test</b>	<b>7 days</b>
<b>Heavy metals in foods analysis</b>	<b>Request form, Sample</b>	<b>Intact packaging</b>	<b>700 per test</b>	<b>7 days</b>
<b>Food analysis for compliance</b>	<b>Request Form, sample</b>	<b>Intact sample with label</b>	<b>500 per test</b>	<b>7 days</b>

<b>Service Rendered</b>	<b>Requirements to obtain Services</b>	<b>Specimen Container and transport/storage conditions</b>	<b>Cost (KShs)</b>	<b>Turnaround Time</b>
<b>Methanol in alcoholic beverages</b>	<b>Request form, Sample</b>	<b>500ml Glass bottle</b>	<b>1000</b>	<b>7 days</b>
<b>Analysis of samples for Outbreak response - aflatoxins</b>	<b>Request form, sample (1kg)</b>	<b>packaging Khaki, Moisture free storage/transport conditions</b>	<b>Free</b>	<b>5 days</b>
<b>Line Probe Assay(LPA)</b>	<b>Smear Positive Rifampicin resistant</b>	<b>Sterile container</b>	<b>Free</b>	<b>5 days</b>
<b>GeneXpert test</b>	<b>Sputum</b>	<b>Sterile container</b>	<b>Free</b>	<b>24 hours</b>
<b>Smear Microscopy</b>	<b>Sputum/samples other than sputum (SOTS)</b>	<b>Sterile container</b>	<b>Free</b>	<b>24 hours</b>
<b>TB Culture/Drug sensitivity testing(1st and 2nd line)</b>	<b>Sputum/samples other than sputum (SOTS)</b>	<b>Sterile container</b>	<b>Free</b>	<b>90 days</b>
<b>TB Gene Xpert EQA</b>	<b>PT panels</b>	<b>Sterile cryovials</b>	<b>Free</b>	<b>Bi annually</b>
<b>TB External quality Assurance to facilities</b>	<b>Smears</b>	<b>Slides</b>	<b>Free</b>	<b>Quarterly</b>
<b>Bacteriological water analysis</b>	<b>Sample</b>	<b>Sterile bottle Sample collected in sterile bottle should be submitted to the laboratory within 3-4 hrs of collection. The sample should be transported at room temperature. In case of anticipated delay the sample should be transported in cool box with ice bags. Samples that may delay for more than one day during transportation are recommended to be transported in transport medium that will be provided by the laboratory</b>	<b>2000 is charged for private clients  But the service is free for public health surveillance</b>	<b>5 days</b>
<b>Bacteriological food analysis</b>	<b>Sample</b>	<b>Sterile container/sterile plastic bags. The samples is transported to the laboratory in cool boxes with ice bags The samples that are readily backed for the market are transported the way they are packed to the laboratory for analysis</b>	<b>3500 for private clients  And free for public health surveillance</b>	<b>7 days</b>

<b>Service Rendered</b>	<b>Requirements to obtain Services</b>	<b>Specimen Container and transport/storage conditions</b>	<b>Cost (KShs)</b>	<b>Turnaround Time</b>
<b>Food handlers screening</b>	<b>Stool urine and blood</b>	<b>Sample containers-the sample should be packaged using the triple packing material and transported immediately .</b>	<b>600</b>	<b>4 days</b>
<b>Analysis of samples for Outbreak response</b>	<b>Sample</b>	<b>Sterile container, cool boxes. The samples should be transported in appropriate media and appropriate temperature (refer to NPHLS Epidemiological Specimen Management Package Guideline)</b>	<b>Free</b>	<b>5 days</b>
<b>Clinical samples for Surveillance activities</b>	<b>Sample</b>	<b>Sterile container, cool boxes. Samples transported in appropriate transport media and appropriate temperature (refer to Epidemiological Specimen Management Package Guideline)</b>	<b>Free</b>	<b>5 days</b>
<b>Analysis samples for efficacy</b>	<b>Sample</b>	<b>Sterile container</b>	<b>1000</b>	<b>5 days</b>
<b>Bacteriology EQA</b>	<b>Panels</b>	<b>Sample containers Samples in appropriate transport medium</b>	<b>Free</b>	<b>Frequency-3 times in a year TAT-30 days</b>
<b>PCR</b>	<b>Bacterial isolates, blood, CSF, Serum. Aspirates</b>	<b>Sterile dedicated containers</b>	<b>Free for surveillance</b>	<b>10 days</b>
<b>Validation of bacteriological test reagent, kits and equipment</b>	<b>Reagents, test kits and equipment</b>	<b>Reagents, test kits and equipment in their commercial packages</b>	<b>Fee on request</b>	<b>90 days but may change due to statutory and ethical approvals</b>
<b>Validation of laboratory bacteriology tests reagents</b>	<b>Reagents</b>	<b>Tests kit</b>	<b>free</b>	<b>3-6 months</b>
<b>Provision of bacteriology PT panels</b>	<b>enrollment</b>	<b>N/A</b>	<b>free</b>	<b>Quarterly</b>
<b>Flu analysis - mostly surveillance cases</b>	<b>Request form, Nasal pharyngeal swab/aspirate or nasal wash, Nasal/throat swab</b>	<b>3ml Viral Transport Media and Sterile Dacron/nylon swabs, cool box maintained at 4°C during transportation , stored at -20°C if not processed immediately</b>	<b>Free</b>	<b>4 days</b>

Service Rendered	Requirements to obtain Services	Specimen Container and transport/storage conditions	Cost (KShs)	Turnaround Time
Other respiratory viruses - RSV, MERS-CoV virus - mostly surveillance cases	Request form, Nasal pharyngeal swab/aspirate or nasal wash, Nasal/throat swab	3ml Viral Transport Media and Sterile Dacron/nylon swabs, cool box maintained at 4°C during transportation , stored at -20°C if not processed immediately	Free	4 days
Calibration of pipettes Single and multi-channel	Tracking log and pipettes packaged in individual boxes. Decontamination documentation	Packaging material	free	5 days
Timers and Thermometers( either on site or at the COE)	Tracking log and packaged in individual boxes Decontamination documentation	Packaging material	free	5 days
Biosafety cabinet, Weighing balance, All conditioned chambers including water bath, incubators, hot air ovens, refrigerators, autoclaves, centrifuges, rotators/shakers- Done on site	Decontamination documentation		free	Guided by number of equipment per facility

# OBLIGATIONS

## As a service provider

We commit to:

- ▶ Uphold professionalism and integrity;
- ▶ Provide effective and efficient service;
- ▶ Be proactive in undertaking our duties and responsibilities without conflict of interest;
- ▶ Provide timely and relevant results as and when required;
- ▶ Treat both information and our customers with confidentiality;
- ▶ Treat our customers with respect and dignity;
- ▶ Maintain an open door policy to all in need of our services;
- ▶ Facilitate capacity building through, including training to staff and our internal customers;
- ▶ Engage qualified competent staff to guarantee quality services;
- ▶ Promptly and positively respond to staff needs;
- ▶ Provide a conducive working environment.

## Customer's Obligation

To enable us implement this charter, every customer is obliged to:-

- ▶ Seek accurate information on services.
- ▶ Comply with Quality policies and guidelines
- ▶ Be courteous and respectful to service providers
- ▶ Help us to combat corruption by reporting any corrupt practices and refrain from seeking preferential treatment
- ▶ Enquire about the related costs of service and agree on the mode of payment if any.
- ▶ Care for any material, documents or records in his or her custody
- ▶ Respect the rights of other customers and service providers
- ▶ Provide relevant and accurate information for efficient service provision
- ▶ Comply with National and International safety standards.
- ▶ Foster partnership in service delivery
- ▶ In the event of breach of contractual agreement the NPHLS Management shall reserve the right to terminate terms of service.

## Customer's Rights

Our customers will have the following rights:

- ▶ Right of access to accurate service information
- ▶ Right to timely service
- ▶ Right to privacy and confidentiality
- ▶ Right to be treated courteously
- ▶ Right to be treated with dignity
- ▶ Right of opinion and to be heard
- ▶ Stakeholders have a right to participate in the planning and management of QA services

## **FEEDBACK**

We value your feedback.

Our approach to customer care is an open door policy.

We welcome feedback and suggestions for improvement of our services through customer satisfaction questionnaires, verbal feedback and use of suggestion box to monitor improvement of service.

## **COMPLAINT AND DISPUTE RESOLUTION**

All customer's complaints and disputes are documented in the respective laboratories and appropriate action taken until all customer's complaints are adequately addressed.

Feedback from our customers can also be brought to the attention of the respective laboratory managers through Email:

[info@nphls.go.ke](mailto:info@nphls.go.ke)

[www.nphls.go.ke](http://www.nphls.go.ke)