



Laboratory Update

December 2018

Content of this update

- Introducing Gwenda Lawrence, Client Services Consultant
 - Customer Survey Results
 - Illumiscreen non-invasive prenatal screening (NIPS)
 - Christmas Hours for Collection Centres
-



Introducing Gwenda Lawrence

We are pleased to announce the appointment of **Gwenda Lawrence** as **Client Services Consultant**. Gwenda is a new member of Labtests Quality team and is now the primary point of contact for our referrers. She will be active in keeping medical practices up to date with processes and procedures. This new role supersedes the previous customer service and medical liaison team.

Gwenda has an extensive history in medical laboratories both in New Zealand and Australia, primarily working as a medical laboratory scientist. She has completed Masters degrees in Management and Quality Systems. We welcome her to the Labtests Quality team.

Gwenda can be contacted on 09 574 7306 or 021 407 300 Gwenda.lawrence@labtests.co.nz

Customer Survey Results

Labtests conducts an annual customer service survey, the objective of the survey is to assess how our service delivery is received and to identify opportunities for improvement.

This year we used a different methodology and tested the electronic arena where we invited >1500 requestors and >6000 patients to participate. It was very pleasing to again achieve a high satisfaction rate (97% for General Practitioners; 100% for Midwives; 92% for Specialists; and 97% for Patients). Through the surveys, we have identified a number of service improvement opportunities we will be pursuing in 2019.

Thank you to all who participated in this survey - your comments and suggestions are highly valued.



Illumiscreen, non-invasive prenatal screening



Since August 2017 Labtests has offered Illumiscreen non-invasive prenatal screening (NIPS) for expectant mothers. We have received very positive feedback since launch and want to share more details with you. NIPS continues to provide a differentiated service for our users which can be summarised as:

- Testing is done in New Zealand with no requirement for samples to be sent internationally
- Greatest geographic reach in the country with over 140 collection centres for patients to visit
- Testing can be done from 10 weeks gestation
- 5 day turnaround time from sample collection to reporting
- Gender is included in sample testing
- Testing for chromosomes 13,18,21 and monosomes

The NIPS service is offered at a competitive price of **\$595.00 NZD (GST inclusive)**.

Over the coming weeks we will be providing refreshed brochures and flyers for you to share with your team and patients.

For further information please visit our website; www.illumiscreen.co.nz or contact us via our dedicated inbox enquiries@illumiscreen.co.nz.

Christmas Hours for Collection Centres

The opening hours for many of our collection centres will differ from the normal advertised hours from Saturday 22nd December. With the exception of Mercy and Ascot collection centres normal hours are resumed on Saturday 5th January. Mercy and Ascot collection centres re-open on 14th January. [Follow this link](#) to view the hours for all collection centres during this holiday period.



From Labtests team to yours, we wish you the very best for the holiday season.

May you enjoy a happy restful break and may 2019 be a year of peace and prosperity for all.