

NSC & DSC Labs Service Manual

We are HCSA Licensed, ISO15189 Accredited

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Laboratory Profile & Contact Information

Laboratory Location	Services	Contact	Operating Hours
NSC 1 Mandalay Road, S308205. Level 10	1) Clinical Lab 2) Anatomy Pathology lab -Histopathology -Immunology	Main: 6253 4455 Enquiries: ext. 1015/1017 Reception: ext. 1001 Fax: 6901 1663 Emails: nsc_1-lab-tech@healthgrp.com.sg janelewis@nhghealth.com.sg nur.izzhuda.mansoor@nhghealth.com.sg Anatomy Pathology lab: nsc.histologylab@healthgrp.com.sg	Mondays - Thursdays 8:00am - 5:30pm Fridays 8:00am - 5:00pm Closed on public holidays Eve of holidays: 8:00am - 12:00pm.
DSC 31 Kelantan Lane, #01-16, S200031	Clinical Lab -Sexually Transmitted Infections	Phone: 6239 9453, Fax: 6299 4335	Mondays - Fridays 8:00am - 5:30pm

Histopathology : Specimen Requirements

Requirement	Details
Container	Leak-proof with secure lids, volume 10-20x specimen size
Fixative	10% Neutral Buffered Formalin (NBF) - standard
Labelling	Waterproof ink/pre-printed labels on container body (not lid) Must include: Patient name, DOB, unique ID, collection date
Documentation	Complete request form with clinical history, medications, provisional diagnosis
Transport	Collection service: >\$30 per trip (+ GST) Collection date and time is subject to NSC courier's work schedule and availability.

Histopathology : Patient Identification Requirements

Mandatory Elements	Additional Requirements
<ul style="list-style-type: none"> • Full patient name - ACCORDING TO NRIC/PASSPORT • Date of birth • Unique patient identifier 	<ul style="list-style-type: none"> • Verify collection site with clinician • Match container label with request form • Ensure legible labelling

Histopathology : Specimen Rejection Criteria (list non-exhaustive)

Category	Rejection Reasons
Labelling Issues	Missing/Discordant patient name/DOB/ID, illegible labels, no collection date label-form mismatch, unlabelled containers. Discordant specimen type or source (i.e. incorrect site) on specimen label and request form or packing list.
Container Problems	Damaged, cracked, or leaking containers
Documentation	Incomplete/missing request forms, missing physician details, no clinical history,
Others	Sample biopsy not seen in specimen bottle Absence of formalin or too little formalin (rendering most part of tissue biopsy not covered in formalin) in specimen bottle.
Safety Concerns	High-risk infectious specimens without proper protocols

Histopathology : Specimen Rejection & Management Policy

Category	Details
Lab Accountability	Lab is not accountable for specimens arriving in grossly leaked or damaged containers
Communication	Lab would as soon as practicable, notify requesting clinician/clinic in-charge of all rejections

Clinic Options Upon Rejection

Option	Action	Requirements
1. Rectify the Error	Clinic corrects the issue leading to rejection	Rectification must be performed by clinic staff only - lab personnel are NOT permitted to rectify rejected specimens
2. Return Specimen	Clinic requests tissue biopsy to be returned	Requesting clinician must send a signed, dated memo to the lab

Documentation Requirements

Stage	What Must Be Recorded
At Rejection	Date and time of communication, name of lab staff who communicated rejection, name of clinic staff informed, reason for rejection
At Rectification	Person who performed the rectification, witness (lab staff), date and time rectification was performed
Specimen Return	Written memo from requesting clinician, dated and signed, before specimen can be released

Workflow Summary

Step	Action	Responsible Party
Specimen rejected	Document and notify clinic	Lab
Clinic decides on option	Rectify or request return	Clinic
If rectified	Document rectification details, proceed with processing	Clinic (rectification), Lab (documentation & processing)
If returning specimen	Obtain signed dated memo, cancel test request, return specimen	Clinician (memo), Lab (cancellation & return)
Unclaimed specimens	Dispose after minimum 1 week retention	Lab

Important: Lab personnel are strictly not allowed to perform rectifications on rejected specimens. Rectification is solely the responsibility of clinic staff.

Histopathology : Turnaround Times

Test Type	Routine TAT
Routine Histology	1-9 calendar days
Special Stains	1-9 calendar days
Immunohistochemistry	1-16 calendar days

Histopathology : Available Special Stains

Stain Category	Available Stains
Carbohydrates	PAS, PAS Diastase, Alcian Blue
Microorganisms	GMS, AFB, Gram's stain, Fite (LB)
Connective Tissue	EVG, Masson Trichrome
Deposits/Minerals	Congo Red, Iron, Von Kossa, Thioflavine T
Pigments	Masson Fontana, Demelanise

Histopathology : Immunohistochemistry (IHC)

This immunohistochemistry section provides a range of immunohistochemical services.

Immunohistochemistry: We have various antibodies for the diagnosis and prognosis of various tumours and disease conditions. Some antibodies may not be registered with the Singapore Health Sciences Authority (HSA). All tests have been validated in our laboratory.

List of IHC and ISH available at NSC as of 16/4/2026

AE 1/3 (Brown)	Factor X111A (F13A) (Brown)
ALK (Brown)	Granzyme B (Brown)
Bcl 2 oncoprotein (Brown)	HSV 1.2 (Brown)
Bcl 6 protein (Brown)	HHV8 (Brown)
Ber-EP4 (Epithelial Ag IgG1) (Brown)	HPV (Brown)
CEA (carcinoembryonic ag) (Brown)	HMB45 (Red)
Cytokeratin 5/6 (Brown)	IgD (Brown)
Cytokeratin 7 (Brown)	Kappa (Brown)
Cytokeratin 20 (Brown)	Lambda (Brown)
CAM 5.2 (Brown)	Melan A/Mart 1 (Red)
Chromogranin A (Brown)	Melan A (Red) + Ki67(Brown) (Double stains)
CD 1a (Brown)	MIB 1 (Ki67) (Brown)
CD 2 (Brown)	Myeloperoxidase (Brown)
CD 3 (Brown)	Mum 1 protein (Brown)
CD 4 (IF6) (Brown)	P16 (Red)
CD 5 (Brown)	Podoplanin (D2-40) (Brown)
CD 7 (Brown)	P63 (Brown)
CD 8 (Brown)	Pax5 (Brown)
CD 10 (Brown)	Prame (Red)
CD 20cy (Brown)	SMA (smooth muscle actin) (Brown)
CD 21 (Brown)	Sox 10 (Red)
CD 30 (Brown)	S100 (Brown)
CD 31 (Brown)	Tia-1 (Brown)
CD 34 (Brown)	Treponema pallidum (Brown)
CD 43 (Brown)	TCR Beta F1 (Brown)
CD 45(LCA) (Brown)	TCR delta (Brown)
CD 56 (NCAM) (Brown)	TdT (Brown)
CD 68 (Brown)	Vimentin (Brown)
CD 79a (Brown)	
CD117, C-kit (Brown)	EBER ISH
CD123 (Brown)	
CD138 (Brown)	
CD163 (Brown)	
CYCLIN D1 (Brown)	
DESMIN (Brown)	
EMA (Brown)	
ERG (Brown)	

Histopathology : Service Pricing

Service	Cost estimates (exclude GST and miscellaneous/courier charges)
Specimen Collection	> \$30.00 per trip
Immunohistochemistry	> \$150.00 per stain
Second Opinion	>\$250.00 per site
Slide Purchase	>\$25.00 per slide depends on the type of stains requested
Slide Loan	Case to case basis

Histopathology : Second Opinion Requirements

Required Items	Process
<ul style="list-style-type: none"> • Histology slides and blocks • Original histopathology report • Doctor's cover letter request with clinic address • Courier arrangement 	Submit all items together

Histopathology : Slide Services

Service Type	Requirements
Slide Loan	<ul style="list-style-type: none"> • Patient consent forms • Doctor's cover letter request with clinic address • The final charge, inclusive of courier charges, will be communicated to the requestor via email • Ensure all loaned slides are returned once the review is completed.
Slide Purchase	<ul style="list-style-type: none"> • Patient consent forms • Doctor's cover letter request with clinic address • Specify slide details • Overseas: payment upfront as lab will only proceed with the request once NSC Finance office has confirmed receipt of payment • The final charge, inclusive of courier charges, will be communicated to the requestor via email

Histopathology : Administrative Requirements

Requirement	Details
Credit Account	All requesting clinics must have NSC credit facilities
New Users	Apply through Lab Admin Office - 3 days processing time
Required Documents	Complete application form + clinic licence/business registration
Billing	Weekly invoices via email from NSC Finance team. We regret that we cannot provide information or clarifications through phone billing/invoice enquiries.

Requirement	Details
	Non-payment of arrears are subject to refusal of lab services or delay in test report availability of oncoming specimens

Histopathology : Slide Movement Forms



Adding Years of Healthy Life

Consent & Authorization for the Release of Tissue and Clinical Specimen(s) (To be completed by Patient/Legal Guardian)

I, _____, NRIC/FIN/Passport No. _____, hereby
(full name)

consent and authorize National Skin Centre ("NSC"), situated at 1 Mandalay Road, Singapore 308205, and any of its employees/staff, servants or agents to release relevant tissue, clinical specimen(s) and information to _____.
(name of institution to receive tissue/clinical specimen)

With this, I shall release and not hold NSC and any of its employees/staff, servants or agents from all legal liabilities that may arise in any way whatsoever from the above instructions. I also hereby agree to indemnify and keep indemnified NSC or any of its employees/staff, servants or agents against all actions, claims, proceedings, loss, bodily injury, mishap, accident and/or loss of life, damages, costs and expenses which NSC or any of its employees/staff, servants or agents may incur, suffer or sustain by reason of or in connection with the above instructions.

I, _____, NRIC/Fin/Passport No. _____, have fully
(full name)

understood the contents of this document, which has been fully explained to me in _____
(language), and I have signed this document after I have fully understood the contents.

*Signature / Right thumb print

Signature of witness

Name of *Self / Legal Guardian

Name of witness

*NRIC / FIN / Passport number and relationship
witness to patient is required if person giving consent is not *Self

Designation of

Date

Date

For any enquiries, please contact NSC Dermatopathology Lab at Phone: 6253 4455, ext.1002 / Fax: 69011863

REQUEST FOR CLINICAL MATERIAL FOR PATIENT MANAGEMENT, REVIEW & AUDIT

Section A: To be completed by Requestor

Name of Patient: _____

NRIC/FIN/Passport No. of Patient: _____

Biopsy No. (if available): _____

Request for (please tick):

- Histopathology Report
- *Unstained Slides (Qty: _____, Thickness: _____ μm)
- *Slide recut(s) (specify stain: _____)
- *Loan of Original Slides
- Others (please specify: _____)
- NB: *Charge(s) involved; *To return original slide(s) to Lab after review

The above-mentioned Patient is under my care and has consented to the release of the clinical material(s) for treatment purposes.

Name of Requestor: _____

MCR No. (if applicable): _____

Name of Requesting Institution / Address: _____

Contact No.: _____ Fax No.: _____

Email: _____

Contact Person (if not requestor): _____

Date of Request: _____

For any enquiries, please contact NSC Dermatopathology Lab at Phone: 6253 4455, ext.1002 / Fax: 69011863

NSC Clinical Lab Service Manual

Clinical Lab : Test Request Requirements

Mandatory Information	Additional Requirements
<p>Patients' details Full name, NRIC number, (NRIC/passport/work permit), age and sex, Nationality, race, DOB, gender, Hospital, department and ward number, or name of clinic</p> <p>Clinical information Clinical Diagnosis, Clinical summary/ procedure</p> <p>Specimen type & source</p> <ul style="list-style-type: none"> • Nature of specimen, anatomical site, size of specimen (if applicable) • date and time specimen taken • Name of consultant-in-charge, doctor performing procedure and their MCR number • Requested procedure clearly indicated (other stains, checking margins etc.) 	<ul style="list-style-type: none"> • Specialized consent forms for certain tests • Two unique patient identifiers for verification • Appropriate specimen containers • Biohazard zip-lock bags • Request form in outer pocket

Clinical Lab : Special Collection Requirements

Test Type	Collection Requirements	Storage/Transport
Electrolytes	Standard blood collection	Do not refrigerate, send immediately, avoid >25°C
Hematology	EDTA tube	Do not refrigerate, send immediately
Urinalysis	Mid-stream, sterile container, 30-60mL	Clean area first, send immediately
Light Sensitive	Porphyrin tests	Wrap in aluminum foil

Test Type	Collection Requirements	Storage/Transport
HIV Screen	Minimum 5mL plain blood	Standard transport
Histopathology	Tissue specimen	Immerse in formaldehyde
DIF (Direct Immunofluorescence)	Tissue specimen (Site of specimen must be indicated on request form and patient label)	DIF media provided*, refrigerate if delayed. Tissue should be submerged in DIF media and kept in fridge 2-8 °C if specimen cannot reach lab within the day. *(pls contact lab)
PCR Tests	Swab specimens	Specific media kits required
Microbiology	Various specimens	Sterile containers, <2 hours transport

Clinical Lab : Specimen Rejection Criteria (list non-exhaustive)

Category	Rejection Reasons
Identification	No label, missing patient identifiers, label-form mismatch
Documentation	No request form, missing specimen type, incomplete information
Collection Issues	Wrong tube/container, expired media, incorrect specimen type
Quality Problems	Hemolyzed/lipemic/clotted blood, insufficient volume, contamination
Storage Issues	Wrong temperature, not protected from light, exceeded time limits
Histopathology	No formalin, insufficient formalin, formalin leakage

Clinical Lab: Transportation Requirements

Location	Method	Requirements
Inter-laboratory	NSCCL dispatch	Within required timeframe
External Labs	Same day (before cutoff) Next day (after cutoff)	Time-sensitive tests have specific cutoffs
From External	Client courier service	Contact lab for information

Turnaround Times (TAT)

Test Category	Routine TAT
Biochemistry	1-5 days
Hematology (FBC, ESR)	1 day
Peripheral Blood Film	3-10 days
Urine FEME	1 day
Microbiology (ME)	1-5 days
Fungal Culture	4-6 weeks
PCR Tests	2-14 days
Serology	1-7 days
Immunofluorescence	1-16 days

Test Category	Routine TAT
Immunology Tests (Indirect immunofluorescence (IMF), BP180, BP230, Desmoglein 1&3 and Type VII Collagen.	7-16 days