

Centro de Análisis Molecular SA

“We are not the largest but we are sure that you will find us the best”

The **Centro de Analisis Molecular SA (CAM)** is a high tech, state-of-the-art clinical laboratory which mainly works on human health-related tests and exams; such diagnostic work involves using methods in line with current advances in science, using latest-generation procedures and equipment to ensure the quality and accuracy of your results.

CAM, a legally established company founded in 1998, is located in Bogotá.

The laboratory has suitable physical infrastructure, employs highly-trained personnel and is financially stable; this enables it to provide high-quality, efficient services, according to its clients' needs and expectations.

CAM strives to provide timely and accurate results for all its clients, as befits the importance of its work, and makes every effort to provide friendly and efficient service, as befits the service's human aspects as demanded by its users. It always spares no effort to ensure satisfied customers.

Mission

Being a forward-looking, state-of-the-art scientific centre in the clinical laboratory area where advances in science and technology must be taken advantage of means that we must provide services having the best human and scientific quality. Making reliable and accurate information which is highly relevant for the successful diagnosis and monitoring of diseases available for healthcare professionals and patients.

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Vision

Being recognised as an international reference centre whose service quality and concern for being constantly abreast of developments in its particular field is well-known and appreciated, as is its on-going updating regarding related scientific topics and for collaborating in disseminating it in Colombia.

GENERAL INFORMATION

Patient safety policy

CAM is a high-tech, scientific entity providing services in the clinical laboratory area, using the latest advances in science and technology to do so, along with ensuring the best human qualities in the people working for it.

An important requirement of CAM's safety policy is its concern for patient safety and strengthening the clinical/molecular analysis laboratory-related safety culture; it aims to achieve this by ensuring that:

- ✓ Safe work practice/procedure is strictly observed regarding each process/service being offered
- ✓ All staff are fully aware of pertinent safety concepts and that such concepts have been homologated
- ✓ All staff have been trained in and made aware of CAM's code of patient safety and that patients and their relatives are also aware of it
- ✓ There is a clearly defined system for reporting adverse events and incidents which is carefully analysed by a committee responsible for designing and carrying out improvement plans
- ✓ Confidentiality regarding information, feedback and strengthening concerns regarding safety is strictly managed, thereby guaranteeing that a safe environment is always provided and that established procedures are strictly observed, highlighting on-going improvement for patients' benefit and satisfaction.

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Quality assurance policy

Offering its users tests and exams whose results are timely and highly reliable, based on using methods in line with scientific advances, its state-of-the-art technology and attest-generation equipment, staff training and experience and the quality of the supplies being used. CAM also provides dignified and humane treatment to all people who come into contact with the organisation for any reason whatsoever.

Confidentiality policy

CAM respects and values confidentiality regarding all matters and has thus established special norms guaranteeing its strict observance. “Confidentiality” is understood to mean ownership of information, guaranteeing that it is only accessible to the people authorised to know about it and have access to it. Given the nature of the work being carried out in CAM, confidentiality is also considered an ethical principle ruling the professional relationship between the institution’s staff and its patients.

RIGHTS AND DUTIES

One of CAM’s unconditional obligations is respect for its users’ rights.

Users’ rights

Users can expect:

- ✓ To receive friendly and timely attention, which is free of any kind of discrimination
- ✓ Discretion and confidentiality regarding the handling of the patient-CMA relationship, information and results
- ✓ To receive specific information about the services provided by CAM
- ✓ To have free choice regarding whether to submit to CAM’s laboratory processes
- ✓ To receive trustworthy and timely results

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- ✓ Absolute certainty that the samples taken will only be used for the purposes established when agreeing on the terms of attention/test and/or exam to be provided by CAM.

Users fulfilling their duties will guarantee that proper attention will be provided by the institution.

Users' duties

Users must:

- ✓ Comply with CAM's established requirements for it to provide a specific service
- ✓ Comply fully and in a timely manner with the obligations so acquired for CAM to provide them with a specified service
- ✓ Make careful and suitable use of CAM's installations
- ✓ Behave appropriately and treat laboratory officials respectfully and any other people in CAM's facilities
- ✓ Provide any information which is requested of them in a complete and truthful manner.

PRINCIPLES AND VALUES

CAM bases all its relationships on the following principles and values:

- ✓ Seriousness and responsibility
- ✓ Friendly and efficient service
- ✓ Honesty and justice
- ✓ Efficient and effective management
- ✓ Strict compliance with its commitments
- ✓ The quality of the services it offers.

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OUR SERVICES

Opening hours for taking samples from patients

Suitable, private and individual facilities are provided for simple taking from 7 am to 10 am on Mondays to Fridays and 8 am to 10 am on Saturdays.

Extramural sampling

CAM provides a sample collection service in Colombia in accordance with the client requirement.

Transporting samples within Bogotá

Clients located in Bogotá who wish to send us samples can take advantage of a daytime courier / delivery service which can be requested by telephone to collect and transport the samples to CAM.

Receiving samples from outside Bogotá

CAM provides the necessary instructions and materials for dispatching and handling samples from other cities in Colombia so that samples can be transported by courier/delivery system in conditions guaranteeing the accuracy of ensuing results.

Allied laboratories in Colombia

Regarding sample taking in Colombia, CAM has formed alliances with laboratories dealing with healthcare plan users' samples and which comply with stipulated sample taking conditions how they are transported to Bogotá.

Educational and dissemination services

CAM has participated in and coordinated scientific events, seminars, conferences, training sessions and theoretical-practical workshops on issues regarding laboratory competence/updating aimed at disseminating available, pertinent and updated scientific information.

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Exam results

All results as agreed beforehand can be delivered directly to the pertinent healthcare-providing entity (instituto prestador de salud – **IPS** – in Colombia) or organisation requesting them. They can also be delivered personally to a patient and/or be sent to the treating doctor. Results can be sent by e-mail or surface mail and/or consulted on CAM's web portal.

Technical and scientific information

Laboratory tests entrusted to CAM are performed by fully-trained/qualified personnel who (due to their training and experience) can complement results with reference information and/or analysis, when requested to do so, as this can be useful when interpreting the results. CAM considers research into and the on-going updating of topics related to the work area to be a professional duty and responsibility.

Confidentiality

CAM stresses the importance of confidentiality and emphasises the professional ethics which are essential for the diagnosis and management of socially-stigmatised diseases, such as HIV/AIDS; CAM has established working systems which allow such confidentiality to be maintained. CAM is especially careful when handling results and enforcing the instructions which have been given regarding the delivery of such results.

PORTFOLIO OF SERVICES

The **Centro de Analisis Molecular** is a clinical laboratory engaged in specialised and routine diagnostic work/tests.

HIV/AIDS diagnosis and follow-up (blood screening)

- ✓ HIV ELISA (enzyme-linked immunosorbent assay)
- ✓ Filter paper (dried blood spots) HIV ELISA
- ✓ HIV Western blot
- ✓ HIV viral load (measures the amount of HIV genetic material (RNA) in the blood and reports the amount of copies of the virus)

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- ✓ NAT (Nucleic Acid Techniques) for HIV (NAT-HIV) HIV RNA or Proviral DNA
- ✓ Quantification CD3, CD4 and CD8 lymphocyte populations and subpopulations
- ✓ Genotyping HIV resistance to antiretroviral reverse transcriptase inhibitors and protease inhibitors
- ✓ Genotyping HIV resistance to integrase inhibitors
- ✓ Genotypic HIV tropism assay

Hepatitis B and C virus diagnosis and follow-up

- ✓ Serological markers for hepatitis B and C
- ✓ Determining hepatitis B viral load
- ✓ Determining hepatitis C viral load
- ✓ Hepatitis B virus (HBV NAT)
- ✓ Hepatitis C virus (HCV NAT)
- ✓ Hepatitis C genotyping
- ✓ Antibody tests for assessing protection level after hepatitis B vaccination.

Blood bank confirmatory screening

- ✓ Human T-lymphotropic virus (**HTLV**) infection confirmatory test
- ✓ Hepatitis B confirmatory test
- ✓ Hepatitis C confirmatory test
- ✓ HIV confirmatory test
- ✓ Syphilis confirmatory test
- ✓ Chagas' disease confirmatory test.

Human papilloma virus DNA detection

- ✓ Detecting high-risk subtypes associated with cervical cancer.

Other diagnostic aids

- ✓ Multitest for identifying CD3, CD19, CD56 and CD45 B-lymphocyte populations and subpopulations

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- ✓ Quantifying stem cells (CD45 CD34) + % CD38 + viability
- ✓ HLA-B27 typing.

General clinical laboratory work

- ✓ Clinical biochemistry
- ✓ Haematology
- ✓ Hormone
- ✓ Parasitology
- ✓ Uroanalysis

INFORMATION

Required documentation

- ✓ Request for exam (signed by appropriate medical entity)
- ✓ Identity document
- ✓ A client/patient must arrive at the laboratory having fasted for no longer than 12 hours beforehand and comply with the conditions regarding each exam
- ✓ Sample taking times are 7 am to 10 am from Monday to Friday and from 8 am to 10 am on Saturdays.

CLIENTS

- ✓ Instructions for entering and using the web portal
- ✓ Visit to the Web site.

LATEST NEWS REGARDING WHAT CAM HAS TO OFFER

- ✓ Instructions/guidelines for taking samples for HIV genotyping
- ✓ Instructions/guidelines for taking samples for human papilloma virus (HPV) in men
- ✓ Technical appendix N° 3, circular N° 0082/2011
- ✓ Filter paper sample taking system

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FREQUENTLY-ASKED QUESTIONS

Can an HIV genotype can be processed from a sample having less than 2,000 copies/ml viral load?

HIV genotyping can sometimes be performed using a sample having a viral load of less than 2,000 copies by concentrating the RNA, provided that at least 3 sample tubes are available. However, it is recommended that this test be performed on patients having an HIV viral load higher than 2,000 copies/ml.