User Manual

Revision 024 Date of Issue: 19/06/2026

enfer Medical

Where Better Begins

www.enfermedical.ie

Contents

Introduction

Foreword

Enfer Medical is committed to being the most accessible and efficient clinical diagnostic laboratory service in Ireland. Our goal is always to provide a high level of service to our colleagues in the health services, on behalf of their patients. We are clinically led, and patient focused. We strive to continually improve our operational expertise, responding to the needs of our users and to the provision of innovative testing solutions.

The Enfer Medical team works to the highest possible standards in all aspects of the company's business. We subscribe to ISO15189: 2022 international standard of accreditation and are accredited by the Irish National Accreditation Board (INAB) for medical testing. We are strongly committed to service development and the continuous professional development of our team to maintain excellence in all our undertakings.

The purpose of this manual is to act as a reference guide for users of Enfer Medical. Included in the manual are details about the scope of service, range of tests available, expected turnaround times, our location, hours of operation, contact details for key personnel, availability of clinical advice, and other relevant information to allow users to easily access our services.

Rosemary Curran

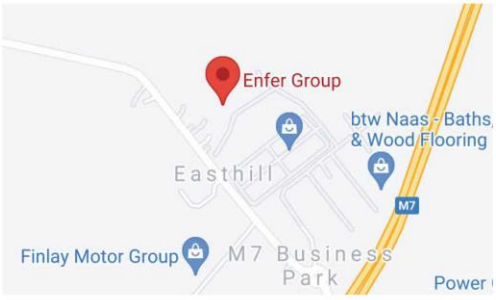
MEDICAL DIRECTOR

General Information

WHERE TO FIND US

We are located in the M7 Business Park.

We are just 34 mins from Dublin Airport via N7 and M50



View Larger Map

Contact Us: Enfer Medical,

Unit T, M7 Business Park, Newhall,
Naas, Co. Kildare, Ireland, W91FD74
Tel: + 353 45 819 000
Email: generalqueries@enfermedical.ie
Website: www.enfermedical.ie

Sample receipt reception door is located at the back of the building.

Laboratory opening times:

The laboratory operates between 08:00 and 22:00, Monday to Friday and between 09.00 and 14:00 on Saturdays.

General Queries:

Enfer Medical is committed to providing a seamless and responsive experience for our clients, and our Client Query website form is a crucial component of this commitment. Designed for user convenience, queries submitted through this form are responded to promptly upon receipt. Our real-time monitoring, coupled with Key Performance Indicator (KPI) tracking, ensures that we maintain a proactive approach to client inquiries.

The Client Service Team at Enfer Medical plays a central role in this process, triaging queries in real-time to the appropriate personnel. This enables us to address inquiries as efficiently as possible, aligning with our dedication to exceptional client service. We understand the importance of timely and accurate information, and our commitment to real-time query management reflects our ongoing efforts to exceed client expectations.

A telephone service for healthcare professionals is available from 08:00 to 20:00 each working day and from 09.00 to 14.00 on a Saturday. All enquiries to the laboratory shall be dealt with promptly by the client services team with referral to a member of the laboratory, commercial or clinical team where appropriate.

Clinical Queries:

Enfer Medical provides a consultant led clinical advisory service to our users. Healthcare professionals may avail of this service by contacting the team between the hours of 08:00 to 18:00 Monday to Friday or by email at clinicalqueries@enfermedical.ie.

Key Laboratory Personnel and Contacts

Position	Name	Email address
Medical Director	Dr Rosemary Curran	rosemarycurran@enfermedical.ie
Chief Executive Officer	Liz Fleming	lizfleming@enfermedical.ie
Chairperson	Billy Coleman	billycoleman@enfermedical.ie
Operations Director	Dr Paul Simmons	paulsimmons@enfermedical.ie
Consultant Chemical Pathologist	Prof. Carel Le Roux	carelleroux@enfermedical.ie
Consultant Microbiologist	Dr Rosemary Curran	rosemarycurran@enfermedical.ie
Consultant Haematologist	Dr Saad Ahmed	saadahmed@enfermedical.ie
Quality Manager	Margaret Buggy	margaretbuggy@enfermedical.ie
Laboratory Manager	Jonny Finnegan	jonnyfinnegan@enfermedical.ie
Laboratory Manager (Genomics)	Elaine Kenny	elainekenny@enfermedical.ie
IT Manager	Tom Tobin	tomtobin@enfermedical.ie
Commercial Director	Dolores Barry	doloresbarry@enfermedical.ie
Group Health and Safety Manager	Susan Wall	susanwall@enfermedical.ie
Clinical Advice	Consultants on duty	clinicalqueries@enfermedical.ie
Client Services Team	Client Service Team Member	generalqueries@enfermedical.ie
Service Feedback	Commercial and QA Managers	generalqueries@enfermedical.ie
GDPR Requests	Data Protection Officer	gdpr@enfergroup.com

Services Available

Laboratory Services

Enfer Medical provides a clinical diagnostic laboratory service in the specialities of clinical chemistry, haematology, microbiology, virology, immunology and genomics. Our service is available to all public and private hospital laboratories, general practitioners, and clinicians from private services throughout Ireland. The laboratory is consultant-led, patient centred and quality focused. A clinical advisory service is available for healthcare professionals and includes advice on interpretation of individual patient results and appropriate patient management pathways. Participation in all appropriate external quality assurance schemes is rigorously maintained. Information on tests available can be found **HERE**.

Enfer Medical provides an additional guide for General practitioners for their specific region/hospital (General Practitioner User Manual) whose samples are to be sent to Enfer Medical. Information on the testing available is further detailed in these manuals. GPs requiring access to services at Enfer Medical should reside within the designated Hospital HSE Hub areas for each relevant hospital and may only request the service as agreed with each hospital.

Clinical Advisory Services

Our Medical Consultants are responsible for the provision of clinical advice. Our Clinical and Medical Scientists can provide technical advice on the interpretation of laboratory results.

Healthcare professionals may contact members of our Clinical Team between the hours of 08:00 to 18:00 Monday to Friday by email at clinicalqueries@enfermedical.ie OR by contacting our Client Services Team who will direct the query without delay to the relevant member of the Clinical Team (see below) or their Deputy.

Position	Name	Email address
Consultant Chemical Pathologist	Prof. Carel Le Roux	carelleroux@enfermedical.ie
Deputy Consultant Chemical Pathologist	Dr Royce Vincent	roycevincent@enfermedical.ie
Consultant Haematologist	Dr Saad Ahmed	saadahmed@enfermedical.ie
Deputy Consultant Haematologist	Dr Ahmed Bannaga	ahmedbannaga@enfermedical.ie

Position	Name	Email address
Consultant Microbiologist	Dr Rosemary Curran	rosemarycurran@enfermedical.ie
Deputy Consultant Microbiologist	Dr Billie Caceda	billiecaceda@enfermedical.ie
Deputy Consultant Microbiologist	Dr. Ciaran O' Gorman	ciaranogorman@enfermedical.ie
Clinical Advice	Relevant Consultant or Clinical/Medical Scientist on duty	clinicalqueries@enfermedical.ie
Client Services Team	Client Service Team Member	generalqueries@enfermedical.ie

Enfer Medical takes pride in offering a comprehensive and traceable clinical advisory service to Healthcare Professionals, ensuring optimal support when needed for patient result interpretation and management pathways.

At Enfer Medical, the Client Service Team plays a central role in this process, triaging queries in real-time to the appropriate personnel. This enables us to address enquiries such as urgent clinical queries as efficiently as possible, aligning with our dedication to exceptional client and clinical service. We understand the importance of timely and accurate information, and our commitment to real-time query management reflects our ongoing efforts to exceed client expectations.

Results and Reporting

Laboratory results will be reported within specified turnaround times and should be interpreted by the requesting clinician. Any amendments to original reports will be highlighted to users. Staff authorising results are competency assessed. Medical staff meet the professional standards & legal requirements set by the Irish Medical Council.

Service users will receive reports as agreed and described in the Service Level Agreement with Enfer Medical.

Reporting options include:

- Electronic upload to Enfer Medical's bespoke and secure client portal. Clients have the option to use the Enfer Medical Client Portal for 'Test Requests' and 'Result Reports'.
- Electronic upload to secure client portal: Authorised results can be uploaded to a designated customer portal via a secure FTP link.

- Electronic upload via pre-established, secure IT interface/connection with clients, where requested e.g., HSE Datalake, Swiftqueue etc.
- Healthlink: provides a web-based messaging service which enables the secure transmission of clinical patient information between Hospitals, Health Care Agencies and General Practitioners. Enfer Medical has a secure connection in place. For any GP with an active Healthlink account, results can be transmitted securely in HL7 format to Healthlink which are then made available to the GP practice system.
- Medibridge: is an electronic transport service for the safe and secure transfer of Laboratory order requests and result reporting between hospital and external laboratories. Enfer Medical has an established connection to the Medibridge network which will allow secure transfer of patient laboratory orders and associated results.
- Printed Reports: Reports are printed with reference ranges and/or suitable comments wherever appropriate, to aid interpretation of results. Reports will only be given to the requesting clinician. Patients will not receive reports directly. Please note the printed authorised report (or an amended subsequent report) issued by Enfer Medical is the medico-legal document within the patient record.

Critical Result Reporting:

Enfer Medical's critical results policy is based on consultant clinical recommendations and are aligned to the principles of the HSE document "Communication of Laboratory Results Likely to Require Urgent Action - Version 1" and for referral testing to the external referral laboratory critical alert guides to ensure timely and appropriate clinical response.

https://www.hse.ie/eng/about/who/cspd/lsr/resources/communication-of-laboratory-results-likely-to-require-urgent-action.pdf

'Critical results' are those that have, or potentially have, critical impact for patient outcomes. We have included the link to our Critical Results Guide (EMG001) **HERE**.

Notification of Infectious Diseases to the Medical Officer of Health/Department of Public Health:

Computerised Infectious Disease Reporting (CIDR): is an information system developed to manage the surveillance and control of infectious diseases in Ireland. Enfer Medical has a secure connection to the CIDR system and any notifiable results are exported in the required format for notification to the CIDR system.

How to use our Service

Enfer Medical welcomes service users from a variety of healthcare facilities. Prospective clients can become registered service users by contacting our Commercial Team directly or by contacting the Client Services Team at + 353 (0)45 819 000 or alternatively by email to commercial@enfermedical.ie. Following internal review of client's requirements, our team will confirm the laboratory service provision with the client and the commercial terms for same. A Service Level Agreement (SLA) outlining the service will be drawn up and agreed with the client and signed prior to testing commencing. Users should identify a nominated person(s) (and a mobile phone contact number(s)) to receive critical results during normal working hours and out of hours.

Users of the laboratory service should provide up to date contact details i.e., name, address, telephone number and we encourage any changes in these details be notified to the Commercial Team as soon as possible to avoid any disruption to service.

Quality Assurance

The Enfer Medical team works to the highest possible standards in all aspects of the company's business. We subscribe to both ISO15189:2022 international standard of accreditation and the highest standards of continuous professional development to maintain excellence in all our undertakings. In December 2021 we were awarded our INAB (Irish National Accreditation Board) certificate, registration number 395MT and we are accredited to the ISO15189 standard as a medical testing laboratory. We are strongly committed to service development and to the provision of innovative testing solutions for our users.

Our list of accredited tests is detailed in our INAB Schedule of accreditation and this alongside our accreditation certificate are both available on our website (https://www.enfermedical.ie/enfer-medical-accreditation/). The schedule provides details on the test or assay used, specimen types, equipment or technique and the relevant procedure number in use.

Flexible scope status was also approved for a number of tests, and these are now included on our schedule of accreditation. This allows us to add additional tests, following INAB guidance to our scope and a list of current flexible scope tests is available upon request.

Clients will be immediately notified of any changes to testing which may impact ongoing testing. We also provide updates to changes on the schedule of accreditation through our website.

Enfer Medical is committed to sustained innovation of our services through continuous quality improvement, which may include the conduct of formal academic research and the evaluation of novel approaches aimed at improving the health of patients and the wellbeing of the wider population.

Pre-analytical Guidance

Packaging and transporting samples:

Please refer to the Sample Collection Guidance for Approved Services **HERE** to ensure that samples arrive to our laboratory in the correct format and in turn to ensure the optimal performance of the testing procedures. The results obtained for testing of samples are based upon the quality of the sample(s) as they are received at the laboratory. Samples must arrive safely and securely in a prompt manner. Clients are recommended to follow ISO20658:2023 Requirements for the collection and transport of samples for medical laboratory examinations.

It is the responsibility of the sender to comply with national regulations for the packaging/preparation of samples for delivery to the laboratory and adherence to safe transport of biological materials. Please consult the HSE guidance which can be found **HERE**.

There are specific packaging instructions and labelling requirements requiring triple packaging including:

- Primary leak-proof container – tube or vial containing the sample.
- Secondary watertight container, with absorbent material, intended to protect the primary container.
- Outer container protects the secondary container.

- Patient Request forms must be placed between the secondary container and the outer shipping container.

Please ensure the outer packaging is addressed correctly to ensure prompt delivery of specimens. Details of senders should be included with the delivery. Secondary and outer packaging materials will be returned for reuse if agreed in advance and subject to suitability for re-use.

To ensure prompt testing of samples and release of results within the published test turnaround times, samples should arrive to the laboratory by 16:00. The use of a courier service is recommended, especially for URGENT samples. Test turnaround time is measured from receipt of the sample at the laboratory until the time the authorised results are reported to users.

Samples should be stored and transported to the laboratory at a suitable temperature as detailed **HERE.**

Laboratory test request procedure:

The origin of the request must be an authorised body and not an individual member of the public. Each test requested at Enfer Medical shall be considered an agreement with the requesting healthcare facility. Our team will work with you to develop a service level agreement that meets your requirements. Enfer Medical shall inform you of any change to service which will impact on the examination result.

Patient consent:

Patient consent for laboratory investigations are the responsibility of the requesting doctor, and this is included in the Service Level agreements (SLA) agreed with clients. It is the responsibility of the client to ensure that the information provided on the Patient Request Form is up to date and accurate and to ensure that all necessary consents have been obtained for the performance of analysis to facilitate diagnosis and treatment.

Patient request forms:

To comply with good clinical practice, it is important that there is one request form for each patient request, and specimens and forms are correctly and fully labelled, to include at least three unique patient identifiers:
Note: please do not use tip-ex to correct details on the patient request form.

Minimum requirements for sample acceptance include:

- Patient's Forename and Surname.
- Date of Birth.
- Full name & postal address of the requesting authority.
- Patient Sex at Birth.
- Unique ID/Reference Number/MRN.
- Specimen type and anatomical site, where appropriate.
- Sample collection date and time.
- Requested Tests.
- Referring Health Care Professional Name.
- A contact telephone number for referring HCP.
- Relevant clinical information.

Please note that the sample label itself should contain at least the following information:

- Patient's forename and surname (or anonymised identification).
- Date of birth.
- Sex at Birth.
- Specimen collection date and time.

High Risk Samples should be clearly identified on the form and individually packed separately from other samples. Hazard Group 4 pathogens **should not** be sent to the laboratory – please contact the National Isolation Unit at Mater Hospital for advice on where to send samples which are from patients with a suspicion of a group 4 highly pathogenic infectious disease.

To ensure unequivocal identification, samples and request forms **MUST** contain the minimum essential identification criteria. If sufficient information is not provided to ensure unequivocal traceability, samples may be rejected without analysis or referred back to the requesting practitioner.

Sample Collection Advice:

Please refer to Sample Collection Guidance document **HERE** for the list of approved services and tests performed. Specimens should be collected/prepared in accordance with the Sample Collection Guidance for Approved Services/requirements for each test. For

self-collected specimens i.e., home testing sampling, please refer to Collection guides **HERE** for specimen collection guidance. Currently home test patients receive instructions within the test pack sent out.

Criteria for rejection of samples:

In rare cases specimens may not be suitable for testing on arrival to the laboratory. In that case the sample will be rejected at the receipt stage and the service user will be notified immediately and an explanation as to why the sample could not be processed will be provided. Reasons why samples maybe rejected include but are not limited to:

- Samples received beyond the stability limits and/or not at the correct temperature indicated for each test.
- Incorrect sample type received.
- Leaking samples, sample not received or sample insufficient for analysis as stated below within sample requirements.
- Non-compliant samples or request forms, i.e., those missing sample date information, missing sample test request and/or missing sample site/type information.
- Samples received without the necessary patient identifiers.
- Problems during transport of samples where the sample is compromised.

The laboratory reports SRAs (Sample Receipt Anomalies) in a timely manner after identification of an issue, this is to facilitate prompt recall of patients if required.
Our full list of SRA codes and reasons for rejection can be found **HERE**.

Request for urgent (critical) tests:

In circumstances where an urgent result is required for immediate patient management the laboratory is happy to prioritise testing. Urgent test requests should be noted on the Patient Request Form (PRF) along with clinical notes stating why the request is urgent. This should be followed up by telephone (045 819000) and by encrypted email to a member of the scientific or clinical team (clinicalqueries@enfermedical.ie). A mobile number or secure email must be provided by the requesting clinician or appropriate designate for the communication of urgent results.

Post-analytical Guidance

Requests for additional tests:

If sample type and volume allow, further testing can be requested by telephone +353 (0)45 819000 and by encrypted email to clinicalqueries@enfermedical.ie. Please do not send any patient identifiable information in an unencrypted format. Please specify the test details to be added, together with your request for specific further analysis. Clinical and/or laboratory staff will advise on the ability to undertake further testing from samples already received in the laboratory.

Factors affecting test results:

Serum samples which are highly haemolysed, or hyperlipaemic should not be sent to the laboratory. Sample stability information for each test is specified in Sample Collection Guidance Document **HERE**.

User Feedback and Complaints

Enfer Medical highly values client feedback as an integral component of our quality management systems. We actively encourage users to share their experiences, suggestions, or concerns through our dedicated feedback channels. This valuable input not only contributes to the enhancement of our services but is also a testament to our dedication to providing the best possible laboratory experience. Clients can access real-time feedback on our website or submit their comments directly.

We prioritise the integration of client feedback into our quality management system meetings, where it forms a crucial part of our discussion points. By engaging with and implementing feedback, Enfer Medical ensures that our laboratory services align with the needs and expectations of our clients, fostering a collaborative and responsive approach to quality assurance.

Beyond improvement efforts, this feedback process is a critical component of our complaints handling process. By actively engaging with and addressing client feedback, we ensure a robust and responsive approach to resolving concerns and maintaining the highest standards of service quality.

Where a client needs to raise a complaint, they should contact one of the below:

- Quality Manager: Margaret Buggy (quality@enfermedical.ie)
- Operations Director: Paul Simmons (paulsimmons@enfermedical.ie)
- Designated Client Service Contact: Mags Treacy (generalqueries@enfermedical.ie)
- Client Services section on www.enfermedical.ie

Or alternatively by raising a ticket using the following link **HERE** or by using the link on our website. The information will be treated as confidential and investigated thoroughly. This process will link into the Quality Management System procedure for incident investigation.

Complaints will be acknowledged on receipt. Resolution of complaints will be undertaken within the shortest timeframe achievable. If resolution cannot be achieved within one month, the complainant will be notified.

The findings and corrective actions are documented in an investigation report, and the findings are then shared with the client, from our Enfer Medical Quality Assurance Manager, within 1 month of the NC being raised. This transparent and proactive communication ensures clients are informed and reassured about the steps taken to address the issue.

In the event of an adverse event within the laboratory e.g. IQC fail, EQA fail, result amendment or retraction resulting in harm or potential harm to the patient, the client will be notified as soon as possible once extent has been established.

External Quality Assessment

Enfer Medical participates in External Quality Assessment and Proficiency testing schemes. All schemes are fully accredited. A detailed list of assays and relevant schemes are available on request. Any issues with EQA performance that could affect any of the services provided are communicated directly to service users where relevant.

Data Protection

Policy on protection of personal information:

Enfer Medical is committed to protecting the privacy of personal information of its service users and patients. In the course of their work our staff are required to collect and use

certain types of information about people, including 'personal data' as defined by the Data Protection Act 2018. The service user has a responsibility to ensure that this personal data is:

- Obtained fairly.
- Recorded correctly, kept accurate and up to date.
- Used and shared both appropriately and legally.
- Stored securely.
- Not disclosed to unauthorised third parties.
- Disposed of appropriately when no longer required.

All staff working at Enfer Medical are required under the Data Protection Act 2018 to ensure the security and confidentiality of all personal data they process on behalf of service users and patients.

Referral Policy

For the purposes of additional or confirmatory investigations, samples may be referred to an accredited external laboratory, where possible. Enfer Medical approves referral Laboratories for use, and these are evaluated, selected, and monitored by the clinical and quality teams at Enfer Medical and will be listed on the Approved Referral Laboratory List. The referral laboratory is clearly identified on the final report.

Change History

Revision	Amendment details	Revision Date
23	Pre-analytical Guidance: Patient consent section updated. User feedback and complaints: additional information added in relation to Adverse incidents. TPHA and PJP TAT updated and ^ added as now tested externally. Microbiology Stability information reviewed and updated for Culture and Sensitivity tests. Also, clarification of Sample types required for a number of these tests. Appendix 3 table updated with Enteric Bio specimen and retention times.	13/04/2026
24	Appendices removed and links added throughout the document directing to the relevant information.	19/06/2026

Useful Links

Capillary blood collection guide **HERE.**

Urine Collection Guide **HERE.**

Swab Collection Guide **HERE.**

Sample Collection Guidance for Approved Services **HERE.**