

WEST AFRICAN RESCUE ASSOCIATION

WARA LABORATORY INFORMATION

Dear Customer,

You have just had laboratory samples taken at one of our WARA clinics. We want to provide you with information to take home to support you with following up on your laboratory results.

Please know that some people have easily accessible veins as compared to others and this can also change when you are not well or dehydrated. For example whilst our team has a lot of experience in drawing blood samples, it can be expected that a little bruising occurs as a result of a blood draw. Having said that, if you are experiencing any unusual bleeding or pain, please be in touch with our hotline service numbers.

Our medical team will do their absolute best to reach you on the mobile number given and recorded on your clinical file. It is our experience that sometimes our patient's phones are not reachable and from time to time switched off. It is impossible for our Doctors to keep trying endlessly to reach you for your results.

For this reason, if you have not heard from us with the stipulated time your results are expected, please call one of our hotline service numbers to follow up.

Alternatively you can also send an email to follow up on these results by using our email address:

assist@westafrican-rescue.com

We ask you to call **in person** to follow up on your results as we need to ensure the **upmost confidentiality** when it comes to receiving results. We hope you can understand and respect the sensitivity and delicacy of handling this information.

Please also be aware that WARA only works with the best and only internationally accredited laboratories in Ghana. We have direct email links to receive your results online as soon as they are processed. Having said that, unforeseen equipment failure or problems with your results can occur due to lack of serum in blood tubes or not enough blood being taken.

This can result in non-valid tests and/ or delay in processing of your results. These are beyond our control. We count on your understanding of this matter.

To help you know more about the usual anticipated laboratory results turnaround time you can find the common time frames to be expected for your results below:

Type of Diagnostic Test	Minimum turnaround time for Results
Full Blood Count (FBC)	Approximately 12 hours, also depending on the time of the day the sample had been drawn.
Malaria Tests	Instant Malaria Test will give preliminary results within 20 minutes. A laboratory investigation can take up to 12 hours to be processed.
Biochemistry Tests	Biochemistry Tests (i.e. Liver and Kidney Functions etc) can take up to 24 hours, also depending on the extent of all the parameters tested.
Pregnancy Test	Instant pregnancy test gives a preliminary result within 20 minutes at the WARA clinic. A laboratory confirmation can take up to 12 hours to be processed.
Normal Stool and Urine Sample	Routine stool or urine examination can take up to 12 hours.
Cultures: Stool/Urine and blood Cultures	Cultures take a minimum of 72 hours to grow and to be analyzed in the laboratory.