


Parkway Laboratory Services Ltd

14 December 2017

Dear Doctor,

**RE: SPECIMEN COLLECTION REQUEST GUIDE**

In order to better serve you, please refer to our Specimen Collection Request Guide below.

<p><b>Please contact us for specimen collection:</b></p> 	<p><b>At least 45 minutes before your clinic's closing time</b></p>	<p><b>AND</b></p>	<p><b>Before our daily cut off time for specimen collection requests</b></p>	
			<p>First round: 12.30pm (service not available on Sundays and Public Holidays)</p>	<p>Second Round: 5.00pm (service not available on Saturdays, Sundays and Public Holidays)</p>

Please note:

- This does not apply to clinics located in Parkway Hospitals' Medical Centres, Lucky Plaza, Novena Square, Square 2, and Paragon.
- If your request for specimen collection does not meet the above guidelines, your clinic's specimens will be collected during the next round of collection.

**Example:**

	Clinic's Closing Time	Time of Request for Specimen Collection	Remarks
✓	1.15pm	12.30pm	<p>Parkway Laboratory Services will be able to collect specimens from ABC Clinic during our first collection round.</p> <p>The request was made:</p> <ul style="list-style-type: none"> <li>• 45 minutes before the clinic's closing time and</li> <li>• Before our daily first collection cut off time.</li> </ul>
✗	2pm	1.15pm	<p>Parkway Laboratory Services will not be able to collect specimens from DEF Clinic during our first collection round even though the request was made 45 minutes before its closing time.</p> <p>The request was made:</p> <ul style="list-style-type: none"> <li>• After our daily first collection cut off time.</li> </ul>
✗	12.30pm	12pm	<p>Parkway Laboratory Services will not be able to collect specimens from XYZ Clinic during our first collection round even though the request was made before our daily first collection cut off time.</p> <p>The request was made:</p> <ul style="list-style-type: none"> <li>• Less than 45 minutes before the clinic's closing time.</li> </ul>

Please contact us through Chatbox via [www.parkwaylab.com.sg](http://www.parkwaylab.com.sg), WhatsApp: 9710 4015 or our Hotline: 6278 9188 for specimen collection.

Please inform us your clinic's opening hours when requesting for specimen collection. This is especially important if your clinic is not open in the afternoon or on certain days so that we can arrange to collect the specimens before your clinic closes.

Warm Regards,



Alvin Sim  
Chief Operating Officer  
Parkway Laboratory Services