

Laboratory Policy on COVID-19 RT-PCR Test Service Provision
實驗室對 2019 冠狀病毒病反轉錄聚合酶連鎖反應檢測服務提供之政策

The PolyU Molecular Diagnostic Laboratory - Contact Details and Business Hours
理大分子實驗室 - 聯絡資訊及辦公時間

Address	Opening Hours	Contact Details
Room Y1218, Block Y, Lee Shau Kee Building, The Hong Kong Polytechnic University, Hung Hom, Kowloon, Hong Kong 香港理工大學 Y 座李兆基樓 Y1218 室	Mondays to Fridays – 09:00 am – 06:00 pm Saturday, Sundays and Public Holidays – Closed 星期一至五：上午 09:00 - 下午 06:00 星期六、日及公眾假期：休息	Telephone 電話: 3400 8807 Email 電郵: covid.survey@polyu.edu.hk

Test turnaround time and result interpretation

Test result would normally be ready within 24 hours (excluding Saturdays, Sundays and public holidays) from the day/time that the laboratory receives your samples. Test report would normally be delivered to your referral doctor, who would further contact you for result interpretation.

檢測所需時間及結果講解

測試結果一般於 24 小時內獲得(星期六、日及公眾假期並不計算於週期內)。報告一般將派發至轉介醫生並由其聯絡您作結果講解。

Result report to regulatory body

Unless for the reporting on critical result or result associated with public health concern, the laboratory would normally contact you through your referral physician. The laboratory could report test related information to relevant regulatory or accreditation body, if such reporting is required by law or accreditation requirement.

對監管機構之匯報

除非測試結果對病人健康狀況有即時關鍵性影響或涉及公眾健康考量，本實驗室一般只透過相關轉介醫生和閣下聯絡。如基於法規或認可要求，本實驗室可能將測試相關資料匯報至有關監管或認可機構。

Feedback and complaint

The laboratory handle feedback and complaint according to its quality management system policy.

For general enquiry, please email to covid.survey@polyu.edu.hk.

Should you have any complaint, please follow the below procedures:

1. Email to covid.survey@polyu.edu.hk with the details of the complainer (name, address, telephone number, email address), description of complaint, including the date.
2. The laboratory acknowledges the receipt of the complaint to the complaining party within 2 working days from the receipt of the complaint.
3. The responsible laboratory staff member will fill-out the complaint form and handle the complaint.
4. Feedback and solution will be given out to the complainer via email within 7 days.
5. The date and time on which the complainer has been informed of the resolution of the complaint will be recorded internally.
6. When any complaint relating to HOKLAS-accredited activity is not satisfactorily resolved within 60 days from the date of receipt, the Authorized Representative notifies HKAS Executive in writing.

反饋及投訴

實驗室將根據其品質管理系統政策處理回饋與投訴。

如有一般諮詢，請發送電子郵件至 covid.survey@polyu.edu.hk。

如有任何投訴，請按以下步驟操作：

1. 發送電子郵件至 covid.survey@polyu.edu.hk，並提供投訴人的詳細資料（姓名、地址、電話號碼、電子郵件地址）、投訴內容及日期。
2. 實驗室將在收到投訴後的 2 個工作天內向投訴方確認已收到投訴。
3. 實驗室負責人將填寫投訴表並處理投訴。
4. 實驗室將在 7 天內透過電子郵件向投訴人提供回饋意見和解決方案。
5. 實驗室會內部記錄告知投訴人投訴解決方案的日期和時間。
6. 如任何與香港實驗所認可計劃（HOKLAS）認可活動有關的投訴未能在收到投訴之日起 60 天內得到圓滿解決，授權代表會以書面形式通知香港認可處執行委員會。

Policy on protection of personal information

The laboratory recognizes its responsibilities in relation to the collection, holding, processing, use and / or transfer of personal data under the Personal Data (Privacy) Ordinance (Cap. 486) (“PDPO”). Personal data will be collected only for lawful and relevant purposes and all practicable steps will be taken to ensure that personal data held by the laboratory is accurate. The laboratory will take all practicable steps to ensure security of the personal data and to avoid unauthorized or accidental access, erasure or other use. Your personal identifiers, including name, identification numbers, contact details and any other test relevant information will be kept confidential and will not be shared with any third party unless being subjected to the conditions as required by law or accreditation requirement. If you have any questions on personal data protection, you can consult the Privacy Commissioner for Personal Data (telephone number: 852 2827 2827).

對個人資料之保障措施

本實驗室明白其就《個人資料(私隱)條例》(香港法例第 486 章) (“條例”) 收集、持有、處理、使用/或轉移個人資料所負有的責任。本實驗室僅將為合法和相關目的收集個人資料，並將採取一切確實可行的步驟，確保實驗室所持有個人資料的安全性，及避免發生未經授權或因意外而擅自取得、刪除或另行使用個人資料的情況。您的個人識別碼，包括姓名，身份證號碼，聯絡資料和任何其他測試相關資料將被保密，除於法律需要及認可相關要求外並不會與任何第三方共享。如果您對個人資料保護有任何疑問，可以諮詢個人資料私隱專員公署（電話：852 2827 2827）。

Factors affecting test performance

- Test result accuracy could be interfered by improperly collected, transported or handled of specimens and the possible presence of inhibitors.
- The detection of SARS-CoV-2 nucleic acids could be affected by the collection timing and so as the viral load during infections caused by COVID-19.

影響測試結果之因素

- 測試準確度受樣本採集、運送、及處理過程和樣本內之抑制物所影響。
- 新型冠狀病毒核酸偵測有機會受於感染週期內之病毒載量變化及採樣時間點而有所影響。

Sample rejection criteria

The received sample would be rejected on the following conditions:

- No double identity in its test request form or the label of the sample bottle
- Mismatched sample identity in between test request form and sample label of the bottle
- Delayed sample returning (aged specimen)
- Sample leakage
- Insufficient sample volume

樣本拒收原則

實驗室拒收以下情況之樣本

- 於檢測申請表上或樣本瓶標籤上沒有填上雙重身份標識
- 檢測申請表上及樣本瓶標籤上之雙重身份標識不吻合
- 延誤之樣本歸還(樣本老化)
- 樣本泄漏
- 樣本容量小於測試要求

Bad Weather Arrangement

If in case there is issuing of Black Rainstorm, Typhoons signal No. 8 or above, or "Extreme Condition", the laboratory test service would be suspended until such weather warning being ceased.

惡劣天氣下的安排

如遇上天文台發出黑色暴雨/八號或以上熱帶氣旋/「極端情況」等警告，實驗室之測試服務將暫停致當該警告信號除下。