

LANCET LABORATORIES

www.lancet.co.za

CORPORATE BROCHURE



The key to diagnostic

excellence

Lancet Laboratories is already one of the leading pathology services operating throughout Africa. Moving into Nigeria will be a step change for the 60-year old partnership

B

ecause they are a support activity, active behind the scenes of primary and secondary healthcare, diagnostics tend to go unnoticed. From the patient's point of view, any medical procedure is seen in terms of the outcome and how smoothly it is reached. To get there, doctors need to orchestrate a whole range of specialist services and one of the most important of these, whether in an acute or chronic case, is pathology. From diagnosis, through treatment, to long term post-treatment monitoring, the laboratories that analyse the samples sent to them by physicians are the backbone of the system.

The patients have no contact with these labs and even the doctors rarely visit them, so it comes as a surprise to find the extent and depth of this activity. Lancet Laboratories is one of the largest providers of diagnostic services in South Africa after the National Health Laboratory Service (NHLS). Lancet is not in competition with NHLS though, as marketing director Peter de Wet explains. "We deal principally with private clients, though on occasion we do work for the NHLS when they have a backlog of cases or if a machine were to go down, for example."





SIEMENS

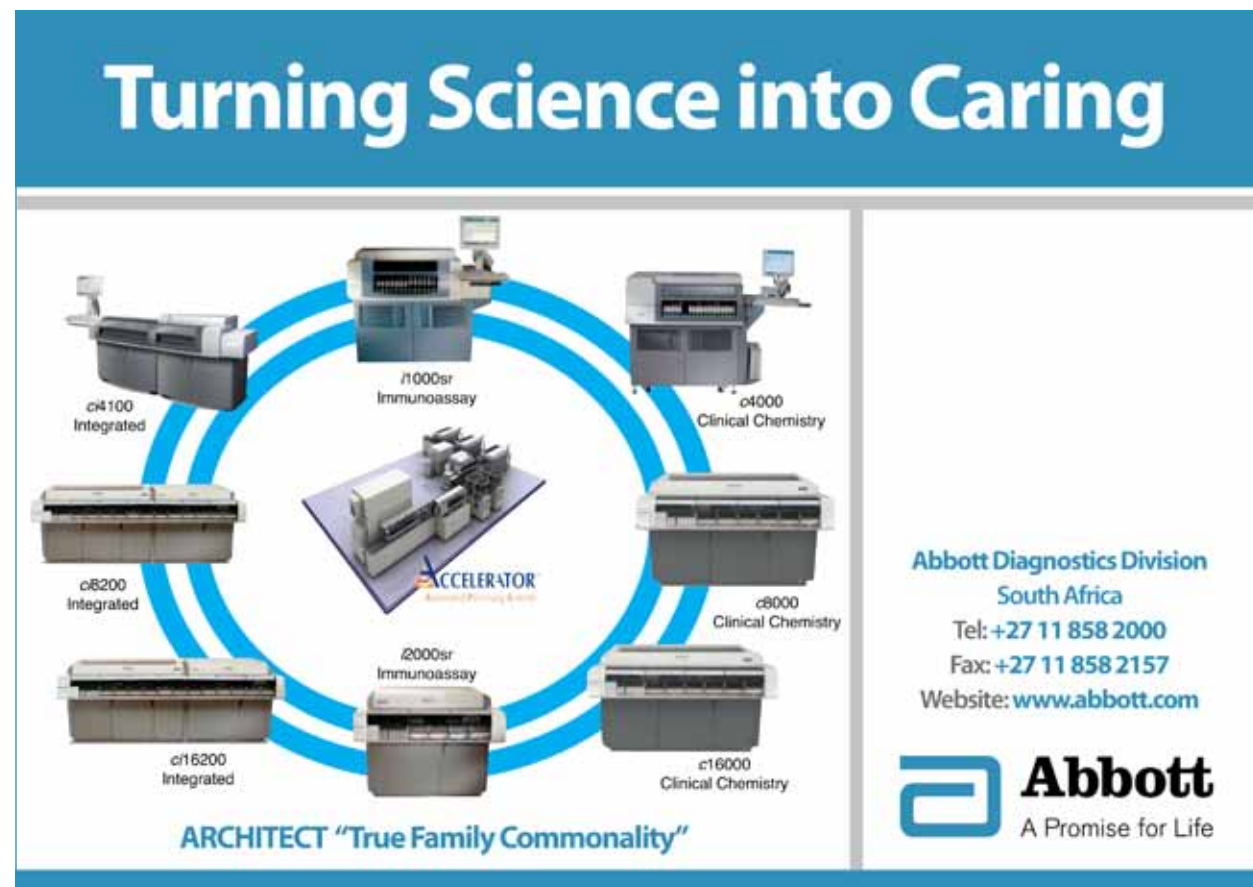
Siemens innovative lab solutions

A diagnostics partner that will help you reach the top and the vision to keep you there

Planning for your future starts with choosing the right diagnostics partner today. Siemens provides comprehensive and customizable solutions so laboratorians and clinicians can improve productivity every day. And, with a 130-year tradition of innovation, you can trust Siemens to stay on the leading edge of emerging trends and technologies, so together we can set a new standard in patient care for years to come. www.siemens.com/diagnostics

www.siemens.co.za

Turning Science into Caring



Abbott Diagnostics Division South Africa
 Tel: +27 11 858 2000
 Fax: +27 11 858 2157
 Website: www.abbott.com

Abbott
 A Promise for Life

ARCHITECT "True Family Commonality"

Equipment models shown: c4100 Integrated, i1000sr Immunoassay, c4000 Clinical Chemistry, c8200 Integrated, c8000 Clinical Chemistry, c16200 Integrated, i2000sr Immunoassay, c16000 Clinical Chemistry.

Lancet started as one of the first private pathology laboratories in South Africa almost 60 years ago in the heart of Johannesburg. In 1996 the main laboratory moved out of the central business district to Richmond, strategically placed to service the whole of the Gauteng region. Today it is the hub of Lancet's 250-strong network of laboratories large and small: some standalone facilities, others located in hospitals. "The Richmond lab is a three storey building of 4,500 square metres, and to support a 24-hour service we have a total of 200 technologists working there," says de Wet.

The partnership has grown continuously since it was founded. An early goal was to provide coverage throughout South Africa, and strategic acquisitions were made to achieve this. A merger with Pillay MacIntosh and Partners extended coverage to KwaZulu Natal in 2000 and subsequently Lancet merged with the Dyson and Niehaus laboratories in Pretoria and the Independent Pathology Services in Alberton, Johannesburg. Lancet now has an effective presence in five of South Africa's nine provinces; however, organic growth has been just as important, and more recently the group has extended its operations into other African countries.

The group structure is the same as a legal partnership. Shares are held by 23 partners, the board of directors and the chairman. There is healthy competition from the two other significant players in South Africa as well as numerous local laboratories; the provider that can deliver the best service is the one the physicians will choose. "We focus on improving our efficiency and effectiveness and providing our doctors with a good turnaround time," says de Wet. "They expect a good quality, accredited result as quickly as possible. We are constantly looking at how we can upgrade our processes internally."

The business depends on the reliable collection of samples, transporting them to the laboratory and returning the printed report promptly, so Lancet's 450 couriers are a key part of the operation, he continues. "In South Africa the courier handles two types of specimens: the routine work and the urgent." The bulk of samples are taken by couriers on a regular

Siemens Healthcare Diagnostics

Siemens Healthcare Diagnostics is the largest clinical diagnostics company in the world, serving a critical role in the health care continuum. We offer products and services designed for efficient delivery of patient test results used for diagnosing medical conditions, monitoring patient therapy and providing quality health care.

Siemens Healthcare Diagnostics offers comprehensive solutions designed to improve clinical outcomes, streamline workflow and enhance the operational efficiency of clinical laboratories.

'bus route' that calls on the clinics at set times each day. In the cities this can be as often as four times a day.

In a crisis—say where a heart attack is suspected—the doctor may have sent the patient to the hospital but needs cardiac enzyme analyses performed as a matter of urgency. In such a case, a special courier would be dispatched. "We are in the process of setting up a call centre for urgent work that comes in from outside the hospital. When the doctor practice calls in, the operator liaises with Logistics and they dispatch a courier to collect the sample there and then, rather than waiting for the scheduled collection."

The entire system is replicated in the other countries that Lancet operates in but with the benefit of local expertise. "When we go into another country we generally tend to look for a local partner with an established business who is looking for growth in their practice. We send them a team to establish the infrastructure in terms of IT, communications, and all the compliance checking that needs to be done and to up-skill the local staff. Eighty per cent of the tests ordered in Swaziland, Botswana, Zimbabwe, Zambia, Mozambique, Ghana, Uganda or Kenya are performed in the local laboratories. Some are already SANAS

Spotless



Your premises. Our reputation.

You want cleaning to take place like clockwork - regularly and reliably in the background while you get on with your business. Consider Supercare your second hand. **Crowning a list of service and safety awards by being named Cleaning Company of the Year in 2010**, Supercare's unwavering commitment to quality and detail has earned us both the business and accreditation of thousands of satisfied customers throughout Southern Africa.

From contract cleaning and hygiene to outsourced labour and pest management, you can rely on Supercare to manage every aspect of our specialised services, leaving you to get on with what you do best. Whatever your environment, allow us to take care of it. **Supercare.**

Cleaning Services • Hygiene Services
Labour Outsourcing • Pest Management Services



www.supercare.co.za



Regional Offices:

Head Office: 011 709 8100
 Southern Gauteng: 011 709 8100
 Northern Gauteng: 012 333 2552

Eastern Cape: 041 365 1117
 Western Cape: 021 551 1820
 KwaZulu Natal: 031 570 9600



[the South African National Accreditation System] accredited to an international ISO standard so the result you get in Nairobi or Accra is going to be of similar quality to what you'd get out of Richmond in South Africa."

Some highly specialised tests do have to be sent back to South Africa, and that too happens seamlessly, he says. "It is a fundamental part of our infrastructure to make sure we have a good IT feed into every country we work in. All the pathologists are linked electronically so if a doctor in Nigeria, Ghana or Uganda wants to consult with one of ours, that pathologist can view the results in-country, online, using our intranet."

Every year a team of external auditors comes in and audits each lab, which is a rigorous process, says de Wet. "To audit a relatively small lab will take two or


Supercare

Supercare is a leading South African cleaning company with expertise in a wide range of environments including industrial, corporate, retail, education and healthcare. Services offered include contract and specialised cleaning, hygiene, pest management and labour outsourcing. Supercare personnel are trained to fit seamlessly into the client's environment and to maintain high standards of quality. Electronic reporting systems allow Supercare to react fast, while the Centre of Excellence programme keeps the company continually improving systems. Supercare's commitment to excellence has been recognised by a string of training, safety and service awards, the most recent of which was being named Cleaning Company of the Year for 2010.



three auditors a whole day. When you audit our main Richmond laboratory they can send in up to 18 or 20 auditors, and they can be there for two days!”

Lancet is now in the process of setting up in Nigeria and aiming to go live with its service in early 2012. Just one more country, but a huge step, since Nigeria has three times the population of South Africa. This will certainly help achieve its modest goal of maintaining ten per cent annual growth over the coming years.

Another major contributor will be Lancet’s commitment to cutting-edge equipment. In March 2010, Lancet opened its P3 TB lab—a facility which de Wet says is a major technological achievement. “We are talking about a state-of-the-art TB diagnostics centre which not only enables us to diagnose TB within 24 hours as compared to the weeks it used to take but also gives our people a clean and sterile environment to work in,” he concludes. lancet.co.za 

LANCET LABORATORIES

www.lancet.co.za