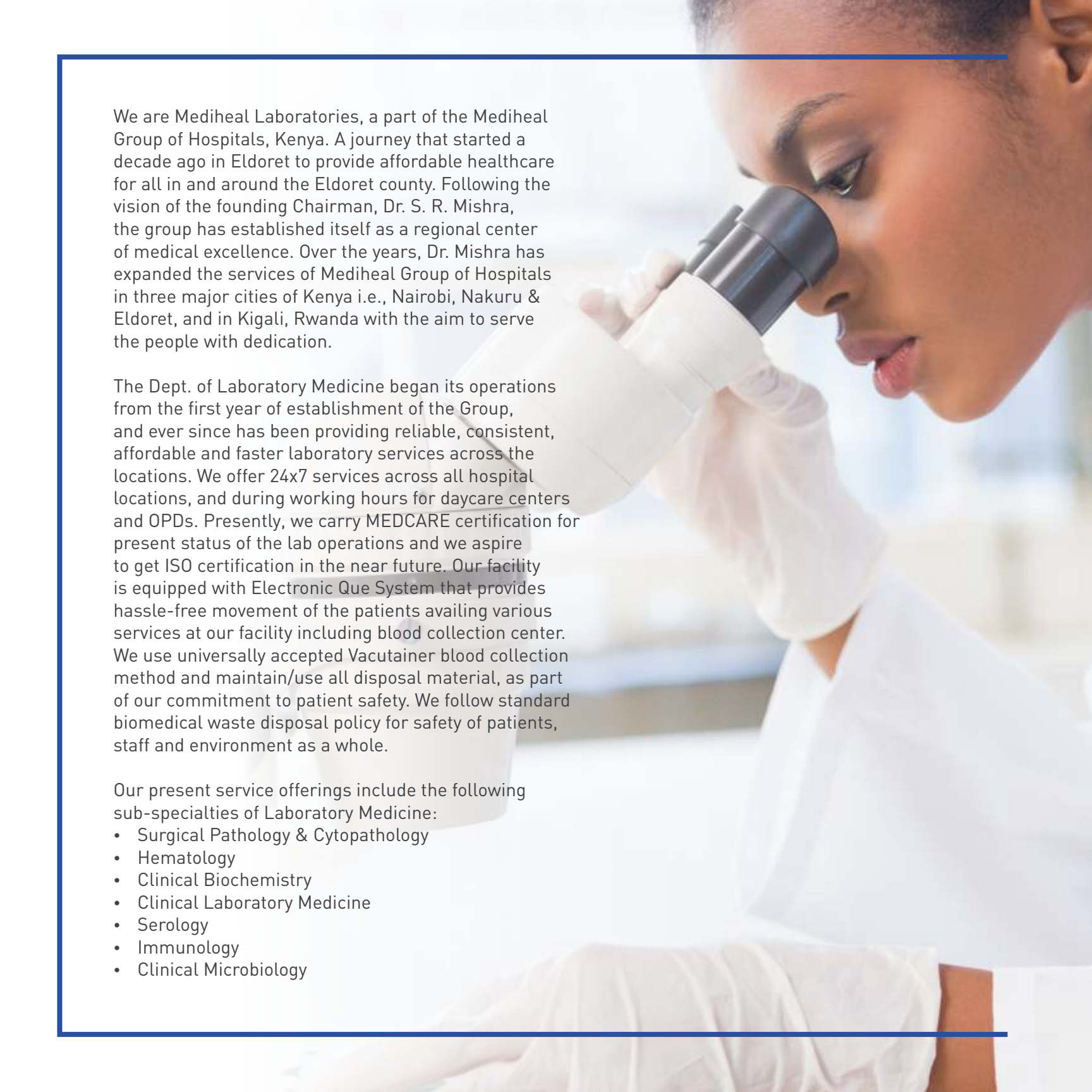


FOR ACCURATE DIAGNOSIS AND TREATMENT DECISIONS

Centre of Excellence:
Laboratory Medicine





We are Mediheal Laboratories, a part of the Mediheal Group of Hospitals, Kenya. A journey that started a decade ago in Eldoret to provide affordable healthcare for all in and around the Eldoret county. Following the vision of the founding Chairman, Dr. S. R. Mishra, the group has established itself as a regional center of medical excellence. Over the years, Dr. Mishra has expanded the services of Mediheal Group of Hospitals in three major cities of Kenya i.e., Nairobi, Nakuru & Eldoret, and in Kigali, Rwanda with the aim to serve the people with dedication.

The Dept. of Laboratory Medicine began its operations from the first year of establishment of the Group, and ever since has been providing reliable, consistent, affordable and faster laboratory services across the locations. We offer 24x7 services across all hospital locations, and during working hours for daycare centers and OPDs. Presently, we carry MEDCARE certification for present status of the lab operations and we aspire to get ISO certification in the near future. Our facility is equipped with Electronic Que System that provides hassle-free movement of the patients availing various services at our facility including blood collection center. We use universally accepted Vacutainer blood collection method and maintain/use all disposal material, as part of our commitment to patient safety. We follow standard biomedical waste disposal policy for safety of patients, staff and environment as a whole.

Our present service offerings include the following sub-specialties of Laboratory Medicine:

- Surgical Pathology & Cytopathology
- Hematology
- Clinical Biochemistry
- Clinical Laboratory Medicine
- Serology
- Immunology
- Clinical Microbiology

Vision & Mission

To provide quality, affordable, curative and diagnostic, and preventive services for all.

Mediheal Laboratories is committed to:

- Excellent diagnostics services at affordable prices
- Safeguarding client confidentiality and satisfaction
- An acceptable Turnaround Time (TAT) for results
- The personal growth at our faculty and staff members
- Abiding to Good Laboratory Practices (GLP) to ensure quality results and safety of staff members
- Continuingly conducting audits to meet challenges of dynamic market and discerning clients.



VISION



“Complementing
the great African dream
with comprehensive
healthcare support...”

Africa is the youngest continent in the world today developing very fast, hosting about 1 billion people, which is 14% of the world population and very compatible with the modern smart electronic age. Complementing the great African dream with comprehensive healthcare support is Mediheal Group of Hospitals.

We have been leading the healthcare segment with high quality medical services and have participated in inspiring improvements with our patients in mind. Thanks to their incessant trust and support, our spectrum of services today is spread across Kenya, Uganda, Tanzania, Rwanda and Burundi.

We are constantly looking to attract highly qualified medical professionals who live up to the high standards we set for ourselves. We always procure state-of-the-art equipment that is being used across the world, and make sure that our diagnostic labs consistently meet international standards for accuracy and reliability.

As I look back on the years of successful development and aspirations beginning with the establishment of Mediheal Group of Hospitals, I feel both proud and excited about the future. As a progressive healthcare provider, we aim to keep expanding with new facilities and continue the momentum as one of the fastest growing healthcare groups in Africa.

Dr. S. R. Mishra

MS - Obstetrics & Gynaecology (India)

Dip. Gynae Endoscopy (Germany)

Chairman, Mediheal Group



“We provide quality Pathological services through a multi-disciplinary team effort by our highly experienced staff.”

Pathology plays a critical role in guiding clinical decisions regarding patient diagnosis and treatment. It is also an essential tool in screening and disease prevention programs that contribute to the overall health and well-being of communities. In recent times, Pathological services in the continent of Africa have shown a welcome increase, thanks to supportive government policies. The increased services have ensured accurate diagnosis and effective treatment.

I have undergone training at premium institutes in Histopathology and Cytology reporting with keen interest in Breast Pathology and Female Reproductive System Pathology. Working with Metropolis Laboratories and SRL Labs, Dept. of Biochemistry, Special Chemistry, Hematology and Microbiology, I have gained valuable experience of standard protocols followed at NABL and CAP Accredited labs.

My previous professional associations include E.S.I.C. Hospital & OCD Center (Mumbai, India) and MDI Laboratories (Mumbai, India). I have also completed one month observership at the Dept. of Pathology, Tata Memorial Hospital (Mumbai, India).

At Mediheal, we strongly believe that pathology practice is about patients, not about specimens. We adhere to the time-honored concept of the Pathologist as the “doctor’s doctor” and a major advocate for excellent patient care. These assertions are enshrined in the other adage that “Pathology is the mother of all medical sciences.”

We provide quality pathological services through a multi-disciplinary team effort by our highly experienced staff. Our technical team members have been recruited from diverse interests and capabilities in keeping with the clinical, research, and educational needs of the department.

Currently, the department has 20 full-time clinical members including a resident Pathologist, with an additional visiting Pathologist engaged in part-time assignments. The team is committed to providing quality Pathological services to the needy patients across the continent of Africa.

Dr. Rahul R. Zode
MD, Pathology



“We provide the best quality, accurate, comprehensive and timely laboratory results to patients and clinicians.”

The importance of Pathology in correct diagnostics and further adequate treatments cannot be emphasized enough. African countries are increasingly seeing advanced Pathology services with more number of Pathologists, adequate infrastructure and efficient government support. All these have ensured evolved patient care across the continent.

As a Pathologist with special interest in Cytopathology, Neuropathology and Oncopathology, I have more than a decade of experience in my field. I started my carrier post MBBS as an In-charge Medical Officer in Primary Health Centre and Rural Hospital in remote and tribal districts of Maharashtra, India.

Thereafter, I joined the Dept. of Pathology, Grant Medical College, Mumbai. My other professional associations include Metropolis Healthcare Ltd., and Global Reference Laboratory where I was a CAP & NABL authorised signatory for Histopathology, Cytopathology and Immunohistochemistry.

Our vision at Mediheal is to provide the finest services in Pathology through creating a Central Reference Laboratory and peripheral satellite laboratories in Kenya and East Africa region at par with best labs in the world. We provide the best quality, accurate, comprehensive and timely laboratory results to patients and clinicians with the help of state-of-the-art equipment, superior technology, and experienced and competent technologists.

We at Mediheal adopt a multi-disciplinary specialist team approach involving Physicians, Surgeons, Radiologists, Pathologists and experienced technical staff. We are always at your service and ready to discuss and solve test queries, report interpretation doubts or any laboratory test related problems in person, telephonically or by e-mail.

Dr. Kush Raut

MD, Pathology



“Patients benefit from the experience and expertise of our Pathologists, who specialize in interpreting laboratory tests and evaluating the disease.”

A complete and accurate Pathology report is crucial to getting a precise diagnosis and deciding on the best treatment plan. This fact is now thoroughly realized in the African continent and this has led to advanced Pathology services setup with increasing number of Pathologists, all well-supported by timely government support initiatives. The growth in advanced Pathology services have ensured that the population of Africa has access to the latest Pathology services.

Over the last 25 years, I have extended my services across multiple public health sector organizations. My varied experience includes working as a Medical Officer for seven years, followed by four years in the Armed Forces and to date in the College of Health Sciences, University of Nairobi. I have the honour of being the first Pathologist in the Armed Forces of Kenya and the first Award Forces Pathologist in the country.

In addition, I have worked in several medium to large-size hospitals in Nairobi as a Visiting Consultant Pathologist. I am a Founder Member of ASOK (Allergy Society of Kenya) & COPECSA (College of Pathologists of East, Central and Southern Africa) and a member of KACP (Kenya Association of Clinical Pathologists). Three years ago, I was selected to serve in KENITAG. I have engaged in collaborative research activities with the University of Maryland. Currently, I am the Head of the Thematic Unit of Immunology, in the Dept. of Human Pathology, School of Medicine.

Patients at Mediheal Group of Hospitals benefit from the experience and expertise of our Pathologists, who specialize in interpreting laboratory tests and evaluating the disease. The team uses state-of-the-art equipment and the most advanced techniques to analyze thousands of samples each year. We are committed to providing the most comprehensive diagnosis for accurate treatment results.

Dr. Christopher Gontier
MD, Pathology



“Our patients remain the centre of all our endeavours as we evolve with changing times. Thousands of smiling Africans bear testimony to our dedication...”

We, at Mediheal Group of Hospitals, have always strived to raise the bar for healthcare in Africa to meet the highest international medical standards. A warm and friendly ambience, high-quality medical services and personalized nursing care have always been the hallmarks of hospitals since inception.

Our patients remain the centre of all our endeavours as we evolve with changing times. Thousands of smiling Africans bear testimony to our dedication, to the quality of care and sensitivity to everyone who walk through our doors. The continuum of care is an added edge that we offer as we aim to elevate the overall health of the society.

With eminent doctors leading each practice, we are committed to delivering world-class healthcare to an increasing number of people who have come to consider Mediheal as their preferred choice of hospital. We recruited doctors with training and experience at top international hospitals and implemented evidence-based protocols that are followed by leading global institutions. They provide treatment, supportive care and preventive measures spanning over 15 specialties and super-specialties of medicine. We receive a large number of international patients every year trusting our expertise and services.

We believe technology plays a vital role in delivering superior healthcare and hence have made effective outlays in procuring the best of equipment to serve our patients. We have introduced several cutting-edge technologies and procedures to the people of Africa that have improved the clinical outcomes significantly.

As we evolve, we try to sustain the highest level of competence through various academic programs and initiatives for our staff. Together, we aim to bring our vision for Africa to life by embarking in a journey to redefine healthcare in Africa.

Mr. Gokul Prem Kumar

Vice President - International Patient Services

Surgical Pathology

Surgical Pathology is a field in Anatomic Pathology concerned with the examination of tissues removed from living patients during surgery to help diagnose a disease, guide in patient care and determine a treatment plan. It includes both physical (gross) examination of the tissue with naked eyes as well as examining processed tissue under a microscope (microscopy).

Surgical Pathologist correlates these gross and microscopy findings with clinical, radiology, intraoperative details and other laboratory investigations like microbiology, serology, serum tumour markers and specialised biochemistry test results to give final histopathological diagnosis. This histological impression by Surgical Pathologist helps...

- To distinguish between benign (non-cancerous) and malignant (cancerous) tissue or cells.
- To detect early histologic precancerous changes that may result in cancer eg., Dysplasia / DCIS / Carcinoma in situ / PIN / LSIL & HSIL etc.
- To identify infectious agents in body tissues in non-malignant inflammatory lesions.

Sometimes new advanced ancillary techniques of cells / tissues /paraffin block preparations like



Thermofischer Rotatory Microtome HM 325



Histostar Embedding Workstation from ThermoFischer Scientific

Immunohistochemistry (IHC), Flowcytometry, Molecular (PCR), Cytogenetic Studies (FISH/Karyotyping), Next Generation Sequencing (NGS) and DNA micro-array based gene expression profiling are used by clinicians and Pathologist to confirm diagnosis, sub-classification, treatment design and prognostication of malignant tumours. This is evident by new WHO classifications of Lymphoma, Leukaemia, Brain Gliomas, Breast Cancers etc.

According to GLOBOCAN 2012 (WHO-IARC) study for cancer incidence, mortality and prevalence, the most frequent cancers in Eastern Africa are Kaposi Sarcoma, prostate, breast, cervix, oesophagus, colorectal and non-hodgkin Lymphoma. It is estimated that 40 to 50 thousand new cases of cancers will be added by year 2025 in this geographic area.

At Mediheal, we have a state-of-the-art Surgical Anatomic Pathology Laboratory to diagnose these cancers accurately and guide Oncologists and Oncosurgeons to treat and cure this disease. We process approx. 1500 surgical specimens per year with the help of latest technology automated machines from Histoline and Thermo Fischer Scientific companies.

We use high grade quality reagents for tissue processing, staining tissue sections and complementary special stains to give accurate, timely and complete report by our experienced Histopathologist. The specimens are reported using synoptic CAP cancer protocols, latest WHO classification of tumours, recent guidelines and AJCC TNM cancer staging manual.

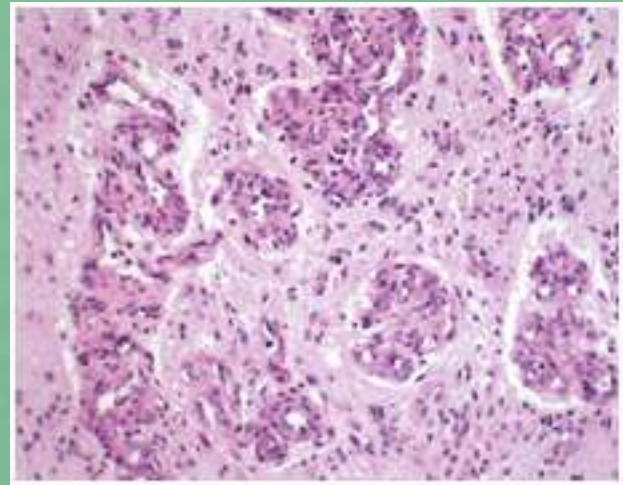
Our Turn Around Time (TAT) for small biopsies and resection specimens are 3 and 6 days, respectively. We preserve specimens, slides and paraffin blocks for 3 months, 5 and 10 years, respectively. We provide paraffin blocks for second opinion or additional ancillary testing to patient free of cost.

Following are the sub-speciality wise consultation services provided by our laboratory and common specimens received for Histopathological examination:

- **Breast Pathology:** Tru-cut Biopsy, Lumpectomy, Mastectomy, Breast Conservative Surgery & Microdochectomy
- **Gastrointestinal Pathology:** GI Endoscopic Biopsy, Colonoscopic Mucosal Biopsy, Oesophagectomy, Gastrectomy, Hemicolectomy, Abdominoperineal Resection, Appendectomy and Anterior Resection
- **Hepatobilliary and Pancreatic Pathology:** Liver Biopsy, Cholecystectomy, Hepatic/Pancreatic Tumour Resection, and Whipple's Resection
- **Female Genital Tract Pathology:** Cervix Biopsy, Endometrial Curettage, Myomectomy, Total Hysterectomy, Wertheim's Hysterectomy, and Ovarian Mass/Cyst.

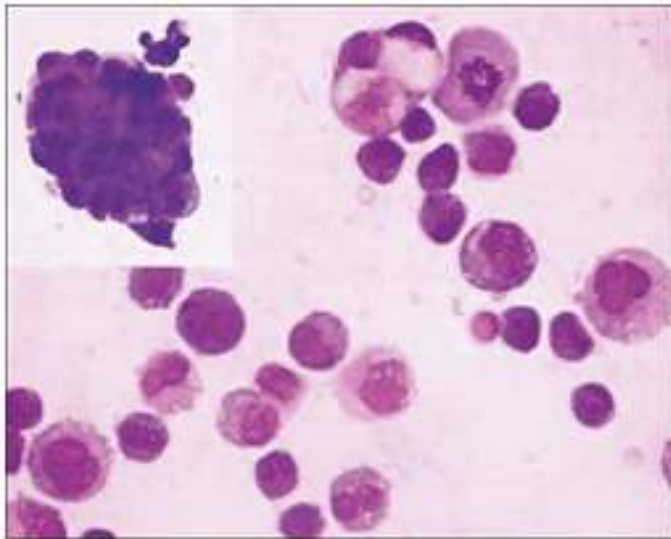


Cut section of Cerebrum showing
Supraventricular Tumor in Cingulate Gyrus



Hematoxylin and Eosin Stained Sections

- **Male Genital Pathology:** Tru-cut Needle Biopsy of Prostate and Testis, Orchidectomy, Penectomy, Prostatectomy and Tur-prostate.
- **Urinary Tract Pathology:** Cystoscopic Urinary Bladder Biopsy, Kidney Biopsy, Tur-bladder Tumour, Nephrectomy and Cystectomy.
- **Head, Neck and Lung Pathology:** Buccal Mucosal Biopsy, Wide Local Excision, Hemimandibulectomy With Radical Neck Dissection, Endobronchial, Laryngeal, Lung, Pleural Biopsy, Thyroidectomy, Salivary Gland Tumour Excision, and Lung Lobectomy.
- **Skin, Soft Tissue and Bone Tumor Pathology:** Skin Biopsy, Wide Local Excision of Skin and Soft Tissue Tumour, Bone Curettage, and Amputation.
- **Neuropathology:** Brain, Spinal Cord and Pituitary Tumour Tissue.
- **Hematolymphoid Pathology:** Bone Marrow and Lymph Node Biopsy.



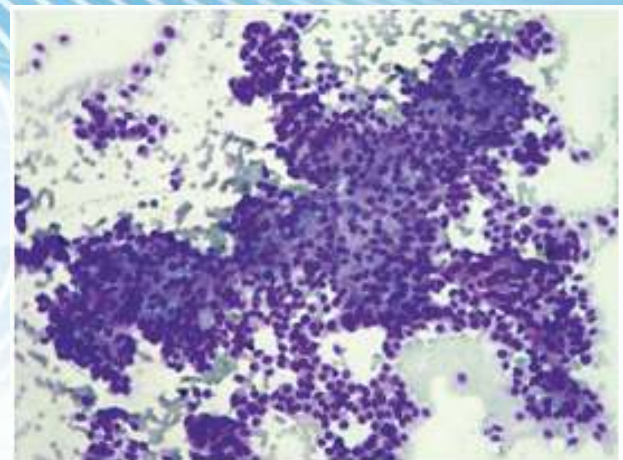
Microscopic View of Fluid Cytology

Cytopathology

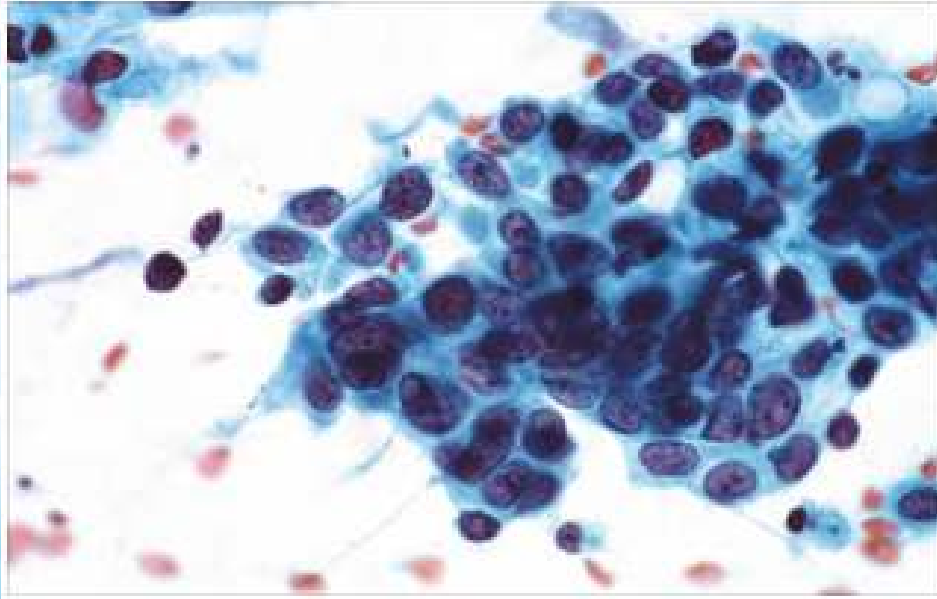
This is a sub-specialty of Anatomic Pathology that examines cells from various body sites which either exfoliates in body fluids or secretions or by scrapping the surface of lesion or by aspiration of a tumour mass or body organ with a fine needle. These cell specimens are processed into slides and examined microscopically for the diagnosis of Cancer, Precancerous Conditions, Benign Tumours and some Infectious Conditions. The various stains used to stain the smears are H&E, PAP, Giemsa, Z-N and Gram Stain.

Services Offered

Gynaecologic Cytology (Conventional Pap Smear - Cervical Cytology Screening): We report conventional cervical smears using The Bethesda System, 2014 and necessary advice will be given for HPV-DNA Test, Colposcopic Examination and Biopsy.



PAP Stained FNAC Smear



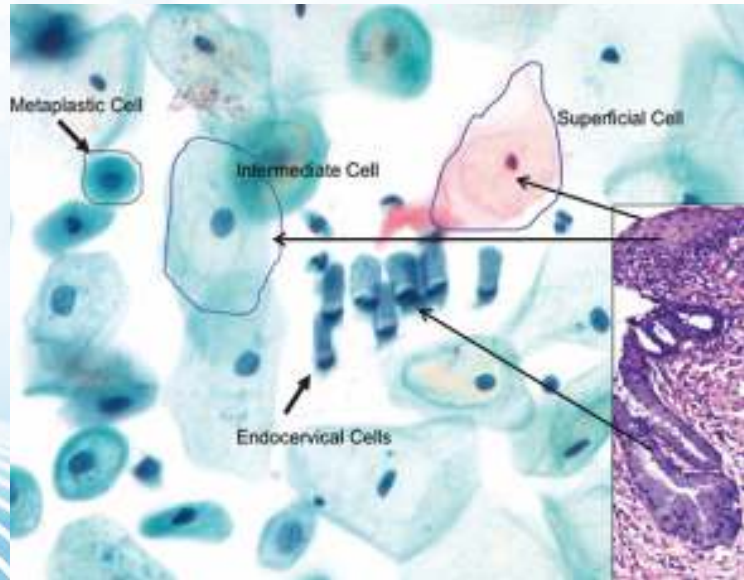
Microscopic View PAP Stained Fluid Cytology Smear

Non-Gynaecologic Cytology: We report body fluids and secretions like Pleural, Ascitic, Pericardial, Synovial, CSF, Sputum, Urine, Nipple Discharge, BAL Washings, Pus, Drain Fluid and Peritoneal Scrapping for routine and Microscopic Examination. The fluids are centrifuged and the sediments are then smeared, stained and examined for Microscopy. Any fluid, if positive for malignancy on smear, we try cell block preparation, process it like tissue and then prepare paraffin block.

Fine Needle Aspiration Cytology/Biopsy (FNAC/FNAB):

This is a safe, quick and reliable way of diagnosing body lumps, bumps and masses. These can be done under the guidance of UGG/CT guided, and the results are available within 24 - 48 hours after the procedure. We, at Mediheal, generally prescribe Ultrasonography-guided FNA for small non-palpable lumps and deep seated abdominal masses.

The most common organs for FNAC are thyroid, breast, lymph node, soft tissue masses and salivary gland tumours. Thyroid FNACs are reported using The 2017 Bethesda System for reporting of Thyroid Cytopathology.



Microscopic View of PAP Smear

These blocks are cut and stained like Histology slide. These blocks can be outsourced to CAP accredited labs and can be subjected to Immunohistochemistry, Special Stains, Molecular and FISH Studies if required, and the results obtained can avoid a step of Biopsy in patient management. In this era of Minimally Invasive Diagnostics and Targeted Therapies, these Cytology materials play a very vital role.

Haematology

Haematology is the branch of medicine that involves the study of the nature, function and disease of the blood & blood forming organs.

We have Fully Automated Five Part Haematology Cell Counters from companies like HORIBA, SYSMEX, and MINDRAY. These are utilised for complete haemogram (CBC) which includes various parameters of erythrocytes (RBCs), leukocytes (WBCs) and platelets and uses VCS technology and impedance method. for analysis. All abnormal Haemograms are reviewed and confirmed microscopically by our consultant Pathologist.



Horiba Yumizen H500 5 Part Hematology Analyzer

Erythrocyte Sedimentation Rate (ESR) is measured by semi-automated analysers like VASMATIC and micro SED-10 which uses Westergren method.

Semi-automated Coagulometer named HumaClot Junior Human is used for determination of Prothrombin Time (PT)/INR and Partial Thromboplastin Time (PTT).



BD FACS PRESTO CD4 Count Machine

In addition to above tests, Bone Marrow Aspiration, Trephine Biopsy, Sickling Test, Reticulocyte Count, Coomb's Test, Blood Grouping, and Malarial Parasite Tests by thin and thick smears are also performed in our Haematology section.

By using above routine Haematological Tests, if any abnormal results are found then additional specialised confirmatory tests are advised e.g., Flowcytometry, Molecular-Cytogenetic Studies and IHC for confirmation and sub-classification of Leukaemia/Lymphoma. Anaemia patients are advised Serum Iron Studies, Hb Electrophoresis and Vitamin B12 and Folate levels. Abnormal Coagulation Profiles are further investigated by specialised Coagulation/Thrombosis Studies.

- Quality assurance is achieved by following a strict quality policy across all lab locations. We use Biorad Controls for Internal Quality Policy and are registered with HUQAS for EQAS.
- Turn Around Time (TAT) is 2 hours for routine Hematological tests.

Clinical Biochemistry & Immunoassays

Clinical Biochemistry is a division of laboratory medicine that deals with the qualitative and quantitative analysis of biological fluids such as blood, serum, plasma, urine and other body fluids for specific chemical constituents or physiological processes.

Immunoassays are a biochemical tests that measure the presence or concentration of macromolecules through the use of antibody and antigen.

Clinicians use these test results to screen, diagnose, monitor a disease, determine prognosis and for therapeutic purposes. As many as 60 - 70% of clinical decisions are made based on laboratory test results, the majority of which are Biochemistry.

We, at Mediheal, have advanced instruments from leading manufacturers for Clinical Biochemistry and Immunoassay like Roche (COBAS INTEGRA 400 PLUS, COBAS c 111, COBAS e411) Siemens, Mindray, Snibe Maglumi 1000, Biosystems, Minividas and CP Centaur.

These are fully-automated continuous and random access analysers using Electro-Chemiluminescence (ECL) technology.



The scope of testing is very broad and includes the analysis of routine general and specialized chemistry tests in the form of individual test and organ/disease specific panels/profiles as described below:

- **Thyroid Profile and Anti-thyroid**

Antibodies: Total T3 & T4, Free T3 & T4 (FT3, Ft4), Ultrasensitive TSH, Anti-thyroid Antibodies Anti-TG, Anti-TPO, Anti-TSH Receptor.

- **Lipid Profile Tests:** Cholesterol, Triglycerides, HDL, LDL, VLDL, Non-HDL Cholesterol, Apo-lipoproteins A1 & B, Lipoprotein and ratios.
- **Liver Function Tests:** Bilirubin (Total, Direct & Indirect), Proteins (Total, Albumin, Globulin and A/G Ratio), SGOT (AST), SGPT (ALT), Alkaline Phosphatase (ALP), Gamma Glutamyl Transferase (GGT).



COBAS E411 Immunoassay Analyzer

- **Kidney Function Tests:** Creatinine, Blood Urea Nitrogen (BUN), Uric Acid, Electrolytes, Proteins, Calcium and Phosphorus.
- **Tumour Markers:** Alpha Feto Protein (AFP), Beta HCG, CA125, PSA, CEA and CA19.9.
- **Infertility Panel:** FSH, LH, Prolactin, Testosterone, Estradiol, AMH, Progesterone and TSH.
- **Diabetes Panel:** Glucose (F/PP/R), HbA1c, Urine Glucose, Urine Exam, Micro-albumin, Urea, Creatinine, Total Cholesterol.
- **Hepatitis Markers Panel:** Anti HAV Antibody - IgG and IgM, Anti HEV Antibody - IgG and IgM, Hepatitis B Virus Profile (HBsAg, Anti-HBs, HBeAg, AntiHBc: Total and IgM), Anti Hepatitis C Virus Antibody.
- **Virology Markers:** HIV 1 and 2 Antibodies detection by Immunochromatography, CMIA, ELISA and Western Blot Assays. Antibodies IgM and IgG against TORCH group of organisms Toxoplasma, Rubella, CMV and HSV.
- **Cardiac Screen and Injury Markers:** CPK - MB, Troponin I, Troponin T, hsCRP, Homocysteine.



COBAS Integra 400 plus Biochemistry Analyzer

- **Antenatal Care Panel:** CBC, Blood Group (ABO and Rh), Urine Routine/Microscopy, Glucose (F/PP/R), HIV, HCV, HBsAg, VDRL, TORCH Panel and Maternal Serum Screen (Triple/Quadruple Test) for AFP, beta HCG, Free Estriol & Inhibin A.
- **Pre-operative Panel:** CBC, Urine, Blood Group, Urea, Creatinine, PT, APTT, HIV, HCV, HBsAg.
- **Fever Panel:** CBC, Malarial parasite, WIDAL, Urine Routine/Microscopy, SGOT, SGPT, ASO.
- **Arthritis Panel:** CBC, CRP, RA factor, ASO, ESR, Uric Acid, Anti CCP Ab and ANA.
- **Complete Body Profile:** Depending on the age and sex of a patient. A total of 26 parameters.
- **Anaemia Panel:** CBC, PBS exam, Serum Iron, TIBC, Ferritin, Transferrin, Vitamin B12, Folate.
- **Coagulation and DIC Profile:** CBC, PT, APTT, D-Dimer, Fibrinogen.
- **Point of Care (POC) Testing:** Finger Prick Glucose Test by Glucometer, Urine Pregnancy Test, Air Blood Gas Analysis and other Serology Card Tests.

Serology, Clinical Pathology and Microbiology

Serology deals with the measurement and characterization of antibodies, antigens, and other immunological substances in serum and body fluids. The antibodies are typically formed in response to an antigen, foreign protein or one's own protein (Autoimmunity). The various serologic techniques like ELISA, Agglutination, Precipitation, Complement Fixation, Fluorescent antibodies and Chemiluninescence are used for diagnostic purpose.

We, at Mediheal, perform card tests detection of anti-gen and anti-body for infections like Malaria, Brucella, Cryptococci, Salmonella and H. Pylori. Other tests performed are Urine Pregnancy Test, ASO, CRP, RA factor, WIDAL and VDRL. We have in-house ELISA tests for HIV, HBsAg and HCV in addition to CMIA technique.

A sub-specialty of laboratory medicine that deals



Serology Kits



Clinical Pathology



Urinalysis 1100 Urine Analyzer

with diagnosis of diseases based on the laboratory investigations of body fluids such as urine, stool, sputum, semen and various fluids (pleural, pericardial, ascetic, CSF) using tests of chemical, microbiological, serology, physical and microscopic examination of individual cells.

We, at Mediheal, have a state-of-the-art IVF centre and we report basic seminal fluid using 2010 WHO guidelines of semen analysis.

We have Clinitek plus, urine analyzer from Siemens and Urisys 1100 from Roche Cobas semi-automated urine test strip analyser using reflectance photometry technology for analysis of urine. All abnormal chemical examination results are rechecked using manual chemical tests. All physical, chemical and microscopic results are correlated with other blood investigations and clinical findings.

Other body fluids like pleural, ascitic, CSF, sputum, stool, synovial, drain fluid, bronchial and peritoneal washings are examined for physical, chemical, serologic, microbiological and microscopic examination and the results are correlated with radiology, clinical and other biochemical investigations.

The Clinical Microbiology Section is equipped to do routine culture sensitivity tests for detection, isolation, characterisation and susceptibility of infectious agents in blood and other body fluids. Various chemical tests and special stains like ZN, KOH, Gram, India Ink and KOH are used for identification of organisms.

Barcoded Vacutainers Tube



Quality Policy:

We are committed to provide our esteemed customers with service of highest quality. In order to achieve that, we are constantly improving our processes, products and services.

For us, quality assurance is a continuous process and involves regular and scheduled training for the technical staff. We conduct in-house CMEs and also encourage our staff to attend CMEs organized by the Dept. of Health, Govt.

Quality Policy involves performing daily IQC with Bio-Rad controls, for Biochemistry, Special Chemistry, Immunology and Hematology sections.

These are analysed with Westgard's rule, before samples are put forward for analysis. Necessary actions are performed as per set protocols in case of IQC failure, and finally analysis is performed to assure quality results.

As a standard policy, we are registered with HUQAS for external quality assurance system, (EQAS) for Bio-chemistry, Special Chemistry, Immunology and Hematology Sections.



Blood Bank

We are committed to provide comprehensive medical care under one roof pertaining to the most modern healthcare practices, and hence Blood Bank has very important role to play for achieving our goal.

We are establishing a state-of-the-art Blood Bank at Eldoret with facilities for Apheresis with the therapeutic option. We abide to the policy of encouraging voluntary and non-remunerated blood donation as established by Kenya National Blood Transfusion services

Goal: To provide safe blood whenever it is needed by creating a strong, efficient and self-sustaining transfusion service that carter to the needs of a health facility.



MCS + HAEMONETICS, USA
- Apheresis Machine



Refrigerated Centrifuge from
Thermo Fischer Scientific

The salient features of our Blood Bank are as below:

- Well-defined Demarcated Public and Private Areas: Public areas include the reception, blood donation room, rest room for the donors. The restricted areas include blood testing, storage and related facilities.
- Advanced Testing Equipment: State-of-the-art refrigerators and related facilities, 24 hr. power supply, which is vital to maintain the requisite temperature in the storage cabinet.
- Ample Space for Blood Component Separation and Advanced Blood Banking.

Future Plan

As per our chairman's vision to establish state-of-the-art reference laboratories in this geographic area, our future prospects include:

- To develop regional Hemoglobinopathy Detection Centre for Sickle Cell Disease, Thalassemia and other diseases by using HPLC and PCR techniques.
- To screen and early detection of cervical cancer in reproductive age females by using Liquid Based Cytology Technique for PAP Smears and HPV DNA detection by PCR / Hybrid Capture Technology and promote such co-testing in future.
- To start and develop kidney and liver transplant facilities and upgrade the laboratory for transplant Pathology services.
- To develop a Centre of Oncology which will detect, cure and prevent cancer in patients. For definitive and comprehensive diagnosis of malignancies, newer ancillary techniques like Flowcytometry, Immunohistochemistry, and Molecular-Cytogenetic studies will be introduced in the scope of laboratory medicine investigations. This will give theranostic application to in-house cancer treating Oncosurgeons and Oncologists.
- Frozen section services for Intraoperative Histopathology consultation and Immunofluorescence for skin, kidney diseases and autoimmune disease detection services.
- To develop Transfusion Medicine Department and Regional Blood Bank with the facility of blood components and Apheresis.
- To acquire national and international accreditation certifications such as SANAS, KENAS and CAP based on ISO 15189 laboratory standards.
- To develop a centre for training, observership and hands-on experience in various techniques of laboratory medicines for Lab Technologists, Resident Pathologists and Fellow Pathologists.



ELDORET



Team Eldoret



Prasanth Nair
Lab Manager,
Mediheal Hospitals, Eldoret

PARKLANDS



Team Parklands



Conrad Karori
Lab Manager, Parklands

EASTLEIGH



Team Eastleigh



Nitin Sharma, Lab Manager, Eastleigh

NAKURU



Team Nakuru



Rakesh Ahiwar
Lab Manager, Mediheal Hospital,
Nakuru



Paul Wasonga
Lab Manager, Giddo Plaza

KIGALI



Team Kigali



Kigali Laboratory



Donald
Lab Manager, Kigali

MEDIHEAL HOSPITAL DOCTORS PLAZA - ELDORET



MEDIHEAL HOSPITALS - EASTLEIGH



MEDIHEAL GROUP OF HOSPITALS

MEDIHEAL HOSPITAL AND FERTILITY CENTRE, ELDORET

Nandi Road, PO Box: 7905 - 30100, Eldoret, Kenya

T: +254 723 578 895 / 735 864 169

E: info@medihealgroup.com / info.eldoret@medihealgroup.com

MEDIHEAL HOSPITALS (PARKLANDS), NAIROBI

PO Box: 39698 - 00623, Parklands Mediplaza

3rd Parklands Avenue, Opp. Aga Khan Hospital, Nairobi, Kenya

T: +254 73663 8073 / 722 218 416

E: info@medihealgroup.com / customerservice@medihealgroup.com

MEDIHEAL DIAGNOSTIC, DIALYSIS & DAYCARE CENTRE, NAIROBI

PO Box: 39698 - 00623, Real Tower, Hospital Road

Next to KNH Upper Hill, Nairobi

T: +254 712 935 390

E: info@medihealgroup.com

MEDIHEAL HOSPITALS, NAKURU

Nakuru - Nairobi Highway, PO Box: 17226 - 20100, Nakuru, Kenya

T: +254 735 000 735 / 78027 8000

E: info@medihealgroup.com / info.nkr@medihealgroup.com

MEDIHEAL HOSPITALS, EASTLEIGH

1st Avenue, Section 3, 19th Street, Opp. Bafra Estate

Adj. to Delta Petrol Pump, Eastleigh

T: +254 781 445 566 / 740 445 566

E: info@medihealgroup.com

MEDIHEAL DIAGNOSTICS & FERTILITY CENTRE, KIGALI

Plot No. 252, Kimihurura Main Road, KN 14 A7, Near Cadilac Club

PO Box: 958, Kimihurura, Kigali, Rwanda

T: +250 78918 4444 / 72660 2020

E: info@medihealgroup.com



www.medihealgroup.com

For International Patient Dept. queries, please contact:

+254 710701708 / internationalpatientservice@medihealgroup.com