Incomplete Information

Incomplete (e.g. missing patient name, no requesting physician identity) or incorrect information (e.g. discordant information between the Oncology Request Form (“ORF”) and the included specimen) may cause delays in specimen processing since the sample will be detained until clarification and confirmation is obtained from the requesting pathologist. The clarification and confirmation are documented.

A disclaimer will appear on the report when important sample-associated details are unavailable (e.g. type or duration of fixative). The disclaimer will state that the result(s) are provided under certain unknown conditions which may affect test accuracy.

Test Reporting

Upon the moment validated test results are released, CellCarta will inform the applicant via e-mail that a lab report is available on the Customer Portal. The Customer Portal is a secured website which requires authentication via username and password.

Contacting the lab

The lab can be contacted from Monday to Friday between 9h00 and 17h30.

Phone: +32 (0)3 502 0514 or +32 (0)3 502 0519

E-mail: Diagnostics@histogenex.com

Protection of Personal Information

CellCarta respects the privacy of individuals, including patients, sponsors, health care providers and others. CellCarta also respects your privacy. CellCarta policy is to safeguard all personal information it receives and maintains, regardless of the form, format, location, or use.

Every CellCarta employee and contractor has the obligation to play his or her role in protecting personal information that he or she possesses, accesses or any initiatives involving personal information that he or she is handling. This includes ensuring that all such personal information and the life cycle of that data (to whom it will flow, how it will be stored and retained and archived) is handled and safeguarded in compliance with applicable CellCarta policies and procedures and applicable European and national laws and regulations.

Complaint Procedure

At CellCarta we aim to provide the best possible lab service. In case you are not satisfied about our services, please do not hesitate to contact us (contact details above). All complaints are thoroughly handled as per our complaint procedure. This encompasses working out a remedial action for the issue (if applicable), performing a detailed root cause investigation, the subsequent implementation of corrective actions and efficacy follow-up on the actions taken. CellCarta provides transparent feedback to the complainer on the different phases of the complaint resolution process.