



ISHTM-AIIMS EXTERNAL QUALITY ASSURANCE PROGRAMME

NABL accredited programme as per ISO/IEC 17043:2010 standard

Department of Hematology, AIIMS, New Delhi-110029

Website: www.ishtmaiimseqap.com

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PC-1002

Instruction sheet

There is an ongoing External quality control Programme "ISHTM-AIIMS-EQAP" organized by the Department of Hematology, AIIMS New Delhi and **Indian Society of Hematology & Transfusion Medicine (ISHTM)**. The programme is open to all the private and Government Labs who are concerned with credibility and accuracy of their hemogram results along with Peripheral Smear (PS) assessment. The principal objective of this programme is to provide an independent external assessment of quality of these tests. **The programme is accredited by NABL as per ISO/IEC 17043:2010 standard.**

- 1. Tests Assessed:** The participating labs will be sent specimens of stabilized human whole blood for performing Complete Blood Count (C.B.C.), Red Cell Indices, a peripheral blood smear and a stained slide for reticulocyte count.
- 2. How to become a Participant:** The applicant labs should fill up and submit online [enrollment form](#) provided on our website www.ishtmaiimseqap.com at any time during the calendar year along with participation fee. After the online submission of application form, page will automatically be directed towards online payment gateway and submission will not be successful until payment is successfully done. The online payment receipt as well as application form submission acknowledgement will automatically be sent to the e-mail ID registered. After receiving the application and participation fee, it generally takes an average 2-3 month time to complete the registration process at our end and send the first EQAP sample to the lab. Once your lab is registered with our programme, its information along with allotted EQAP code no. and online credentials will be sent on the registered e-mail ID. The annual token fees (for one autoanalyzer only) for the term "January to December" comprising 4 quarterly distribution of specimens in a year, will be charged at below mentioned rate. The token participation fees for the participants will be adjusted according to no. of distributions of specimen they are likely to receive (as per their onward schedule) during that year and if any additional amount paid, it will automatically be carry forwarded in next year term. The payment will be accepted by online payment gateway system provided on website only. No claim for refund of fees for missing any set/sets of specimens due to transporting problem or any other reason will be entertained from any participant. Please note application will be accepted through online mode only and no any hard copy for same will be entertained. An online receipt will automatically be sent on registered e-mail ID after payment done.

1. Private labs.....**Rs. 2000/-**
2. Government owned labs / ISHTM Life members (only) operating their Personal Labs only.....**Rs. 1500/-**

Note: To get fee concession, the ISHTM Life members operating their personal labs should provide the documentary proof of their ISHTM Life membership and has to online submit the provided [declaration form](#) along with application form on our website. The Govt. owned institutions should also fill up and submit the provided [declaration form](#) to avail fee concession. Any ISHTM Life members serving in any organization or sharing the laboratory with any other person will not be eligible for fee concession.

3. Schedule for receiving EQAP sample. EQAP sample is sent on quarterly basis to each lab.

EQAP Code No. and Distribution	Month of specimen dispatch
1 - 899 (odd Nos. only) [A] 3901 - 4350 (both odd and even Nos.) [K] 4351 - 4800 (both odd and even Nos.) [L] 4801 - 5250 (both odd and even Nos.) [M] 5251 - 5700 (both odd and even Nos.) [N]	Jan, Apr, Jul, Oct
2 - 900 (even Nos. only) [B] 901 - 1799 (odd Nos. only) [C] 902 - 1800 (even Nos. only) [D] 1801 - 2699 (odd Nos. only) [E]	Feb, May, Aug, Nov
1802 - 2700 (even Nos. only) [F] 2701 - 3050 [G] 3051 - 3250 [H] 3251 - 3450 [I] 3451 - 3900 [J]	Mar, Jun, Sep, Dec

In case you don't receive the sample by these dates, inform us immediately on our official e-mail ID "accuracy2000@gmail.com" so another set of specimens can be sent to you timely. ISHTM-AIIMS- EQAP will not be responsible for non-receipt of specimen, if not informed about this timely.

- 4. Code No., Login ID and password:** Once you are registered for ISHTM-AIIMS-EQAP, a unique and confidential EQAP code no. as well as username and password will be provided to you, information for same will be issued to your registered e-mail ID. This username and password is only known to you and authorized person of our programme, no one else. You can login with this username and password to submit your result as well as download your assessment sheet from our website. Your records can be seen only by you and authorized person at our office. Please note down your username, password and code no. and while making any E-mail /inquiry / correspondence always quote the EQAP code no. In addition to your unique code no., the distribution of EQAP sample to you will be assigned in a particular quarterly cycle (A/B/C/D/E/F/G/H/I/J) decided by us.
- 5. Participation certificate:** A Soft copy of Participation certificate will be provided to you on demand. It is must to complete at least 6 month of participation in our programme to get the participation certificate.
- 6. Renewal Fee:** The Annual Participation Fees of the registered labs, effective from January to December must be paid at a rate of Rs. 2000/- for Pvt Labs and Rs. 1500/- for Govt Labs in advance, before the commencement of the next year. We preferably accept the fees by online payment gateway mode provided on our website. However, if there is any issue in online payment, participant should write us e-mail. No any DD/Cheque should be sent before getting permission from our below mentioned official e-mail ID. After login on their profile at website there is a link as "Make Payment" for submission of fees. An online receipt will be automatically sent on registered e- mail ID after payment successfully done. Participants are advised to be aware of their EQAP code no., login detail, registration term, Quarterly cycle, distribution code and renewal fee detail. In case your renewal fees is not received before start of the new year, your enrolment will be cancelled forth with and you will be required to apply afresh for re- enrolment. Once dropped from our programme, your new application for the re-registration will be considered only after one year of period.
- 7. Contact Details:**

Name of PT Co-ordinator: Dr. Seema Tyagi (Professor, Department of Hematology)

Contact Address: Incharge, ISHTM-AIIMS external Quality Program, Room No. 207, Hematology Deptt., 2nd floor, New Private ward Building, AIIMS New Delhi-110029

Email : accuracy2000@gmail.com **Contact No.** 9013085730 We prefer you to communicate to us by email only; however, in case of any acute urgency, you may call on above mobile no. between 3:00 & 4:00 PM from Monday to Friday and 11:00 AM to 12:00 Noon on Saturdays.



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EQAP Code No.

Distribution No. 1 5 9

Direction Sheet for sample processing and Report Submission

[Please read it carefully]

1. ISHTM-AIIMS-EQAP sends specimens quarterly to each participating lab for external quality control as per the following schedule:

EQAP Code No. and Distribution	Month of specimen dispatch
1 - 899 (odd Nos. only) [A] 3901 – 4350 (both odd and even Nos.) [K] 4351 – 4800 (both odd and even Nos.) [L] 4801 - 5250 (both odd and even Nos.) [M] 5251 - 5700 (both odd and even Nos.) [N]	Jan, Apr, Jul, Oct
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Note: You will also receive an email when we dispatch the specimens. If the EQAP samples do not reach you within 7 days of dispatch, please e-mail us immediately so that repeat samples can be sent. ISHTM-AIIMS-EQAP will not be responsible for sample non-receipt, if not informed timely.

The following 3 samples will be sent:

Sample No. 1: COMPLETE BLOOD COUNTS

It is stabilized human whole blood sample. Report all the parameters listed in the results submission page on website. Run the sample twice on your analyzer and report all the parameters in duplicate by entering higher value in first column and lower value in second column. The parameters must be reported on the scale of WBC: ** x10³/µl, RBC: ** x10⁶/µl, Hb:** g/dl, HCT: ** %, MCV: ** fl, MCH: ** Pg, MCHC: ** g/dl, Platelet: ** x 10³/µl. Please only fill the measurement value (**) in report submission column and **do not type any text, scale or superscript strictly**. For E.g. a WBC count of 7800 / µl, you have only to type 7.8 in the WBC column, **nothing else**. Please note, if result is not reported in duplicate or on correct scale, it will not be accepted and no assessment will be done. A copy of your analyzer's report for both measurements should also be attached as a single PDF copy on the link provided. Report must be of the registered analyzer only, if of other it will be rejected.

Sample No. 2: RETICULOCYTES COUNT

Please assess the reticulocyte count (%) on the slide provided. Counting the red blood cells correctly can be helped by a cardboard diaphragm or a piece of paper inserted into the eyepiece, with a small hole in the centre to reduce the optical field, so that not more than 30-35 R.B.Cs should be viewed in a field.

Sample No. 3: PERIPHERAL BLOOD SMEAR

The blood films are stained with Jenner-Giemsa. The clinical summary is placed with the peripheral smear in the specimen box. Please report DLC and briefly comment on R.B.C. morphology (minimum 2 and maximum 4 noticeable/relevant features observed). **Reporting of diagnosis is optional.**

1. Your result must be uploaded on our website by login with your unique username and password **within 20 days of dispatch of the specimen** and once submitted, **in case of any mistake, you can also edit your results.** In case you missed your login details, you may recover it simply through forgot password link provided on the website. Hard copy of result by e-mail or post will NOT be accepted for evaluation strictly. Once the deadline of result submission is over, the link for same will be disabled and you will not be able to upload the result. **Once the result submitted, immediately check it there in the link “My Submitted Reports” on your profile,** it must be visible there if result was successfully submitted. You should **save this screenshot as a proof** of your successful result submission and share with us in case of any discrepancy. In case it is not visible there, resubmit your result, and if problem continues immediately e-mail us. No complaint regarding the same will be entertained after result submission deadline.
2. The instrument ID must be same for each consecutive cycle, and if changed should be informed to us first.
3. The evaluation sheet (PT Report) will be made available on website. You can download it from the website www.ishtmaiimsegap.com by login with your confidential username and password. No hard copy of evaluation sheet will be sent to any participant. Any complaint regarding error in assessment sheet must be reported **within maximum 10 days only.**
4. Do not share or discuss your results with other participants, to prevent collusion of results. The samples sent to different labs may be different even in same distribution group, with minor variation in their count. This remains confidential at our end. Do not compare your results strictly with other lab.
5. We try our best to supply the specimens free from microbial contamination, HIV, Hbs Ag. & other blood borne pathogens. However, they should be treated as if from patients and care taken in their handling and disposal.
6. The specimens have capability to withstand ambient temperature during the transit period without any deterioration. However, the cool pack is placed in the specimen box as an additional precaution only. You needn't bother if the cool pack loses its coolness by the time the specimen reaches you. Homogeneity and Stability testing of specimen at room temperature is performed regularly in our lab and evaluation of participant's results are carried out only if it passed.
7. The blood specimens should be stored at 4-8°C immediately after receiving and must be run on analyzer within 24 hour period. Please maintain the record of ambient temperature, sample receiving date, sample processing date at your end. Sample has to be run in duplicate and both results has to be submitted on portal.
8. In case of excessive delay in receipt of specimen, sometimes, fungus might grow in the specimens which is mistaken for a clot by the related participant. Although fungus doesn't interfere with accuracy of the count at all; however, the said participants can insist for another blood specimens, if not satisfied.
9. You should always keep your profile page updated on website (**especially e-mail, analyzer detail, Pin code and Mobile no.:**) and keep checking it time to time. Any relevant updates will be flashed out there/ will be sent on the registered e-mail ID. Exact date to download the ongoing evaluation sheet will also be flashed out there. If you miss any of our information/e-mail due to wrong/non-updation of profile or address, it will be your sole responsibility.
10. ISHTM-AIIMS-EQAP does not subcontract/outsources any activity of its programme.
11. Soft copy of participation certificate will be issued on demand.
12. Renewal fees (Rs. 1500/- for Govt lab and Rs. 2000/- for Pvt. Lab) must be submitted before the onset of each new year failing which registration will be cancelled. You can easily submit the fees online through secure “Make Payment” link after login to your profile on the website. If you have any query regarding this, please e-mail us. **DD/Cheque should NOT be sent without taking prior permission from our below mentioned official e-mail ID.**
13. The ISHTM-AIIMS-EQAP is accredited by NABL as per the requirements of ISO/IEC 17043:2010 standard and all the statistical analysis of assessment are done as per ISO/IEC 13528:2015 standard.
14. **CONTACT DETAILS:**

Name of PT Co-ordinator: Dr. Seema Tyagi (Professor, Department of Hematology, AIIMS, New Delhi)
Contact Address: Incharge, ISHTM-AIIMS External Quality Program, Room No. 207, Hematology Deptt.,
 2nd floor, New Private ward Building, AIIMS, New Delhi-110029
Email : accuracy2000@gmail.com, **Contact No.** 9013085730

We prefer you communicate with us by email only, however, in case of any acute urgency, you may call on above mobile no. between 3:00 & 4:00 PM from Monday to Friday and 11:00 AM to 12:00 Noon on Saturdays. It is mandatory to quote your EQAP code no. while sending e-mail, without which it will not be entertained.

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