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CENTER FOR HUMAN VIROLOGY AND GENOMICS
MICROBIOLOGY DEPARTMENT
NIGERIAN INSTITUTE OF MEDICAL RESEARCH

CLIENT INFORMATION HANDBILL

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We wish to intimate you of the laboratory support services available at the Center for Human Virology and Genomics (CHVG).

CHVG is the first public clinical diagnostic laboratory to be accredited in Nigeria to the requirements of ISO 15189:2022 by South African National Accreditation System (Sanas). CHVG is also the first public clinical diagnostic Laboratory to be prequalified for products(kits) by World Health Organization (WHO) in West Africa sub-region. It is worthy of note that CHVG is also the only public Laboratory that was accredited for HIV drug resistance testing in the W/A sub-region by World Health Organisation. In an effort to satisfy our customers and provide reliable results for better patient management, the laboratory keeps improving its performance in line with international best practices. CHVG provides support services for monitoring HIV and hepatitis patients. Molecular diagnostic assays conducted in CHVG include viral load, for hepatitis B and C virus, human papilloma virus, gene sequencing, HIV-1 drug resistance testing, SAR-COV-2 (COVID -19). Serological services provide include hepatitis B profiles, EQA panel sequencing. This laboratory operates only during working days from 8.30am to 4.00pm as such; our doors are closed at weekends and public holidays. Sample collection stop by 02.00pm. Our pricelist which contains our test menu is shown below. Also included is our requirement for samples collection, storage, transportation and turnaround time.

CHVG COMPREHENSIVE PRICE LIST

S/N	TESTS	PRICE (₦)
1	HBsAg *	8,500.00
2	HBsAb	8,500.00
3	HBcIgm	13,000.00
4	HBeAg	11,000.00
5	HBeAb	11,000.00
6	HCV Ab*	13,000.00
7	Rubella IgM	11,500.00
8	Rubella IgG	11,500.00
9	Mumps	11,500.00
10	Measles	11,500.00

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11	Varicella	11,500.00
12	HIV-1 Viral Load*	85,000.00
13	Hepatitis B Viral Load*	70,000.00
14	Hepatitis C Viral Load*	100,000.00
15	HIV Confirmation*	12,000.00
16	CD4 Count	16,500.00
17	Provision of panel for HIV proficiency testing	6,000.00 (only on request)
18	Human Papilloma Virus (HPV) Screening & Genotyping	50,000.00 (only on request)
19	Quality Management System Training	200,000.00 (only on request)
20	HIV-1 Resistance Testing*	175,000.00
21	COVID-19	Nil
22	Sequencing	To be determine.

NOTE 1: Tests "asterisked (*) " are SANAS accredited

Note 2: Emergency/urgent laboratory investigation will attract a different price.
Training on CD4 Count and HIV-1 Viral Load is available upon request

Note 3: Chemistry and Haematology Test are available for research at research prices

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TABLE 1: Sample Collection Specification and Test Turn Around Time for CHVG Patients

S/N	Test required	Sample type	Condition and time to reach the Lab	Volume	Container	TAT
1	HIV Viral load	Plasma	Arrive lab in cold chain (2-8°C) Within 4hrs	3ml	Plain tube	48 hours for service clients/ 7 working days for NIMR clinic
		Whole blood		6 - 10ml	6-10ml EDTA tube.	
2	HBV, HCV Viral load	Plasma	Arrive in cold chain(2-8°C) Within 4hrs	3ml	Plain tube	3-7 working days for HBV VL. 7-14 working days for HCV VL and genotyping
		Whole blood		6-10ml	6-10ml EDTA tube	
3	HIV-1 DNA PCR	Whole blood	Within 4hrs	3-4ml.	4ml EDTA tube	14 working days
4	HIV Confirmation	Plasma /Serum	Arrive in cold chain(2-8°C) Within 4hrs	3ml	Clot activator/ Plain tube/6ml EDTA	48 hours
		Whole blood		4ml	4ml EDTA tube	
5	HBsAg, HCVAb and HBsAb	Plasma /Serum	Arrive in cold chain(2-8°C)	3ml	Plain tube	96 hours
		Whole blood	Within 4hrs	3 - 4ml	6ml EDTA tube	
6	HBeAg/ HBeAb HBcIgM	Plasma /Serum	Arrive in cold chain(2-8°C) Within 4hrs	3ml	Plain tube	3-7 working days
		Whole blood		3 - 4ml	6ml EDTA tube	

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S/N	Test required	Sample type	Condition and time to reach the Lab	Volume	Container	TAT
7	Rubella IgM Rubella IgG Varicella Measles Mumps	Plasma /Serum	Arrive in cold chain(2-8°C) Within 4hrs	3ml	Plain tube	3-7 working days
		Whole blood		3 - 4ml	6ml EDTA tube	
8	CD4 Count	Whole blood	Within 4hrs	4ml	6ml EDTA tube	24 hours
9	Visitect CD4	Whole blood	Within 4hrs	4ml	4ml EDTA tube	24 hours
10	Human Papilloma Virus (HPV) Screening and Genotyping	Endo cervical swab	Room Temperature	NA	HPV transport medium	25 working days
11	Clinical Chemistry (NIMR clinic only)	Whole blood	Bled within the facility	4 -6 ml	6ml Clot activator/ Plain tube	96 hours
12	RBS, FBS & 2-HPP (NIMR clinic only)	Whole blood	Bled within the facility	1 - 2ml	2ml Fluoride oxalate tube	96 hours
13	HIV-1 Resistance testing	Plasma	Arrive in cold chain(2-8°C) Within 4hrs	3ml	Clot activator/ Plain tube	7-14 working days
		Whole blood		10ml	10ml EDTA tube	

Note:

- Samples for HIV-1 viral load from pediatrics should be collected in 6ml EDTA tube
- Sample for FBS to be drawn before meal in the morning

INSTRUCTION FOR COLLECTION OF PAEDIATRICALS VIRAL LOAD SAMPLE

- Samples for HIV-1 viral load from paediatrics patients should be collected in 6ml EDTA bottle.

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COLLECTION, STORAGE AND TRANSPORTATION REQUIREMENT FOR SAMPLES SHIPPED TO CHVG

Every sample should be accompanied with a request form which should contain the following Information as a minimal.

- Patient name, gender, date of birth,
- The name of clinician/healthcare provider, address, phone number and e-mail
- Type of sample, date and time of collection
- Clinical diagnosis
- Test requested

** You may wish to download the CHVG request form from our website for use. Samples shipped without these information may have delayed results, or the sample may be rejected.*

FOR MOLECULAR ANALYSIS (HBV, HCV, HIV-1 VIRAL LOAD; HIV DRUG RESISTANCE TESTING)

- **SAMPLE COLLECTION:** Whole blood in EDTA as anticoagulant must be collected and separate plasma from whole blood within 1 day by centrifugation (800-1600g) for 15mins. Label the tube with date of collection, name and test required. Specimens in heparin are unsuitable for the assay.
- **STORAGE:** The specimens may be stored at 2-8°C for up to 7 days or preferably frozen at -20°C.
- **TRANSPORT:** The specimens should be in a cooler containing enough ICE PACKS to enable it get to the lab in a cold state.

HPV

SAMPLE COLLECTION:

1. Obtain an adequate sampling from the cervix using the Cervex-Brush®.
Insert the central bristles of the broom into the endocervical canal deep enough to allow the shorter bristles to fully contact the ectocervix.
2. Push gently and rotate the broom in a clockwise direction five times.
3. Rinse the broom into the cobas® PCR Cell Collection Media vial by pushing the broom into the bottom of the vial 10 times, forcing the bristles apart.
4. Swirl the broom vigorously to further release material. Discard the collection device. Do not leave the broom head in the vial.
5. Tighten the cap. Record the patient's name and ID number on the vial. Record Patient's information on requisition form.

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STORAGE:

Cervical cell specimens should be collected in cobas® PCR Cell Collection Media or PreservCyt Solution and may be stored at room temperature for up to 6 months or at 2-8°C for longer.

TRANSPORT:

Transport at 2-30°C, (room temperature) bearing in mind country regulations for the transport of human samples.

General Note

- Treat all samples as potentially infectious.
- All samples should be properly labeled with date and time of collection.
- Whole blood should get to the lab within 4 hours of collection.
- Each sample should be transported in a sterile container free from blood spillage and accompanied with a test request form.
- Samples should be well sealed before transportation. Preferably, triple packaging system should be used.

It is important to note that results of viral load testing can be significantly affected if samples are not stored and transported as described above.

CRITERIA FOR SAMPLE REJECTION IN CENTER FOR HUMAN VIROLOGY AND GENOMICS

Proper specimen collection and handling are an essential part of obtaining accurate and timely laboratory results. All specimens delivered to the laboratory must meet defined acceptance criteria for identification, collection, volume, and preservation in appropriate container type in order to be processed. If any criterion is not met, such sample shall be rejected and the customer notified immediately so that corrective action can be taken

Sample is rejected by the laboratory if:

- It is not appropriate for the test being requested.
- It is collected in a syringe.
- It is unlabeled or the identity on the form does not match that on the sample.
- The sample is collected in a wrong container.
- Container is leaking.
- Hemolysed
- Lipaemic clotted
- Volume is inadequate.
- Inappropriately transported.

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Rejection forms are completed and returned to the client for their information. However, the rejected sample is kept in the laboratory for proper disposal. Proper sample should be collected and resubmitted immediately.

Note on serology sample transportation

Plasma or serum collected for serology (HIV confirmation, hepatitis B and C markers) can be stored at 2-8⁰C within 7 days or may be frozen at -20⁰C before shipment to the laboratory.

Confidentiality of our clients' information

CHVG business and customer information are not revealed or discussed with anyone who does not have a medical or business reason to know the information. It is the responsibility of all CHVG workforce members to preserve and protect confidential patient, employee and business information. A confidential information agreement policy is endorsed by CHVG workforce to show acceptance and willingness to abide by it.

CHVG does not require consent from the clients if there is a need to test your samples in our referral laboratory. Should you have any complaint, feel free to complete our customer complaint form if you are physically around the laboratory or call our information desk to register your complaints. All complaints are handled and resolution communicated back to complainant. CHVG is available to provide clinical advice if requested from our experienced laboratory professionals.

REFERENCE INTERVALS IN CHVG

ASSAYS	REFERENCE RANGE(SI UNITS)	
CD4		
CD4 count	365 – 1,571 cells/ μ l	Nigeria population
CD4 %	15-50%	

THE LABORATORY PROCEDURE FOR HANDLING COMPLAINTS PUBLICLY

- Complaints can be submitted via phone, email, online form, or in-person by dropping the complaint form in the suggestion box.
- The receipt of the complaint will be made immediately, either verbally or through an automated email response.
- The details of the complaint will be documented in a complaint log book including the date and time.
- The laboratory will conduct an initial review of the complaint to understand the issue and determine the necessary steps to resolve it
- A response will be provided to the customer within timeframe, acknowledging their concerns and outlining the next steps.
- The laboratory will conduct a thorough investigation into the complaint, which may involve;

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- a) Reviewing test results and laboratory records.
- b) Consulting with the relevant staff members.
- c) Conducting additional testing or analysis if necessary.

- The investigation will be completed within the timeframe
- Based on the investigation's findings, the laboratory will determine the appropriate course of action to resolve the issue.
- The customer will be informed of the outcome and any actions taken to address their concerns.
- The laboratory will follow up with the customer to ensure that the issue has been resolved to their satisfaction.
- Once the issue has been resolved and the customer is satisfied, the complaint will be closed.
- All the complaints will be handled confidentially

If you have a complaint, please do not hesitate to contact us. We value your feedback and appreciate the opportunity to resolve any issues that may arise.

Action by Customers / Clients

For any complaint or concern, please fill the customer complaint form on the CHVG website.

Reference

AMA (America Medical Association) Manual of style. The Lab. values and reference ranges and conversion factors. From Iverson C et.al.