



People You Can Believe In



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Established in 1993 as a Jordanian Limited Liability Company in the field of laboratory medicine, **MedLabs** Consultancy Group is a well-founded corporate institution based on Group Practice. Over the last 22 years we have become the region's fastest growing network of private stand-alone and hospital-based medical laboratories.

**MedLabs** is made up of a team of specialized professionals including 11 MDs, 7 PhDs, 24 MScs and MBAs and more than 150 BSc. holders providing quality medical laboratory services through its network of 45 general and specialized laboratories.

We believe in combining scientific knowledge with good management standards to best serve patients, doctors, hospitals and laboratories both locally and regionally.



*Our key strategy has always been the creation of an effective knowledge base guided by strong visionary group leadership to deliver the best medical laboratory services available. It is through this model that MedLabs has gained the trust of its clients.*

*Dr. Hassib Sahyoun, Chairman, Chief Executive Officer*

# People We Believe In

MedLabs' leadership appreciates that central to the success of any endeavour is the Human Factor. We firmly believe that a lifelong commitment to training and learning is critical to success in the public and private sectors.

On our journey we have the privilege of meeting and working with countless individuals who make lasting impressions and add great value to what we do. At MedLabs we aspire to attract the most talented professionals in our field by creating excellent job opportunities and providing secure working environments combined with continuous education to turn jobs into fulfilling careers. MedLabs' philosophy fosters teamwork and transparency, superior education and solid training to empower our staff with the knowledge needed to become future leaders.



*Every employee is an asset to MedLabs and plays an integral role in achieving our goal of offering exemplary patient care. We set this goal as a team because we understand that behind every sample and result there is a human life.*

Manar 'Agha' Al Nimer MSc., Chief Administrative Officer



# Science You Can Trust

MedLabs is the leading provider of diagnostic laboratory testing, including genetics, metabolic disorders and anatomic pathology testing in the Jordanian private healthcare sector. We use the latest methods, equipment and software systems in all our departments and deal with the most reputable international suppliers in our field. We are dedicated to keeping up with the fast growing pace of laboratory medicine to provide our clients with the widest range of laboratory tests - making Jordan self reliant in this field and a trusted reference centre for laboratories in the region.

## MedLabs Scientific Departments

Biochemistry

Haematology

Microbiology

Immunology & Genetics

Metabolic Disorders

Cytopathology

Histopathology

*The confidence of patients and physicians in our services is our highest goal. This responsibility is entrusted to our in-house consultants who supervise each of the sub-specialties of laboratory medicine and are tasked with continuously introducing state of the art technologies making us trend setters in our field. At MedLabs we believe that Science is borderless – a belief that pushes us always to look beyond the horizon.*

Dr. Nashat Dahabreh, Chief Scientific Officer



# Quality You Can Depend On

Throughout its history, MedLabs has focused on Quality as a key factor for delivering trusted results. We are committed to delivering the highest quality testing in the shortest turnaround time using state of the art equipment overseen by passionate and well-trained staff. At MedLabs, Quality starts the moment we meet our patients and continues until the results are released. Quality is there in every step of the way.

Our commitment to Quality has resulted in MedLabs obtaining the College of American Pathologists (CAP) Accreditation which is considered the gold standard in laboratory accreditation worldwide, as well as the European ISO 15189 Laboratory Accreditation and ISO 9001 Management Certification. MedLabs is also honored to have received the King Abdullah II Award for Excellence in May 2011.

We strive to improve continuously not only to meet the expectations of our clients, but to go above and beyond. Quality is not just our commitment – it is our driving force.



*At MedLabs, Quality is a way of life,  
it is embedded in our culture, it is in our Blood*

Nael M. Soudi, MS, CT (ASCP)(MIAC), CPHQ  
Chief Quality Officer



# Group Practice That Unites Us

Since its creation in 1993 MedLabs has grown from four laboratories in Amman, Jordan to over forty laboratories across the country as well as in Palestine, Sudan and Northern Iraq. We attribute this growth to the implementation of our **group practice** philosophy. On the ground this includes having a team of consultants covering all lab sub-specialties 'under one roof' supported by strong management and quality teams. It also includes the alignment of our services across all branches to create a feeling of familiarity, comfort, reliability and trust for all our patients wherever they may visit us.





# Patient Care You Can Count On

At **MedLabs** what we value most are our patients. We believe in making each individual feel cared for, respected and given the highest level of customer satisfaction, confidentiality and accuracy of test results. We also feel an obligation to provide our patients with value-added services such as:

- Having a **call centre** and free **house call service** with a team that includes MTs specialised in collecting samples from infants and elderly patients
- Launching Regional **Preventive Medicine Campaigns**
- Publishing numerous informative and bilingual **patient pamphlets**
- Offering Online Results Reporting through our dynamic **Website & Mobile Application**
- Being located **in your neighbourhood** or as near as possible through our network of laboratories (in Jordan)
- Having **extensive insurance coverage**
- Interacting actively with our customers through various **social media** platforms



## Sehtak Bil Denia

Over the last few years **MedLabs** has taken the initiative to engage people of all ages in a campaign called '**Sehtak bil Denia**' (*Your Health Comes First*). The aim has been to create awareness of the importance of performing periodic lab check-ups as part of good preventive medicine practice. The Sehtak Bil Denia campaign has three aspects: a choice of four general check-ups, a call centre to book a free 'house call' - a team of medical technologists go to collect samples from patients' homes or offices, and enrolment in our 'Sehtak Bil Denia' loyalty program that rewards clients for checking on their health. Additional 'Sehtak bil Denia' check-ups are constantly added to the program to meet our customers' needs, such as 'Sehtak bil Denia' Kids, 'Sehtak bil Denia' Shape, and 'Sehtak bil Denia Hair Loss.

## Neonatal Screening

At **MedLabs** we believe that Neonatal Screening can be considered a child's first 'human right'. This test, which is performed within the first two weeks of birth, screens for 45 metabolic disorders which if found can be managed effectively and can make the difference between a healthy child and one with severe illness in the future. This early detection is especially important as many babies born with a metabolic disorder appear normal at birth.

## Food Intolerance Testing

Many people suffer from chronic symptoms that affect the quality of their day-to-day life without being 'ill'. Such symptoms, including but not limited to, migraines, bloating, joint pains, anxiety and an inability to lose weight are often caused by a simple intolerance to one or more types of food. At **MedLabs** we offer Food Intolerance Testing using advanced microarray technology to test patients' blood against 221 types of food. Results are reported on a tolerance scale for each food type and alternatives and advice offered on how to manage any found intolerances.



*In today's busy world we recognize that making health a priority is no easy task, but with initiatives like "Sehtak Bil Denia" and our neonatal screening program, we aim to make it easier for our patients to look after themselves and their loved ones.*

Zeina Sahyoun MSc, MBA, Chief Marketing Officer



# Expertise & Services That Meet Your Needs

## Referral Centre Services

**MedLabs** is a recognized CAP and ISO 15189 accredited regional referral center offering an extensive range of tests in all sub-specialties of clinical and surgical pathology. We pride ourselves on providing some of the best test turn-around-times in the industry and the most competitive pricing as well as offering personalised service including direct access to our team of consultants.

## Turnkey Project Services

**MedLabs** turnkey services are extended to clients with existing labs or green field laboratory projects and include advice on laboratory location, laboratory design and layout, level of testing and instrumentation, choice of equipment and supervision of implementation (contracting works, fixtures and fittings and equipment installation). These services may also include software selection (LMS), preparation of quality manuals including all operational policies and procedures and staff recruitment and training.

## Lab Management Services

A major part of **MedLabs'** business is managing medical laboratories. We have a dedicated team that is specialized in implementing management systems based on internationally recognized standards. These services include: staff selection, training and evaluation, quality assurance programs, software systems, materials management, cost management and marketing promotion in addition to daily laboratory operations management.





## Consulting Services

MedLabs' experience in attaining various national and international accreditations has allowed us to create a team focused on consulting other laboratories in the MENA region on how to comply with and maintain all relevant requirements for international laboratory accreditation. This team keeps actively up-to-date with any new checklist conditions and many of its members are inspectors for various international accreditation bodies.

## Training Services

MedLabs ensures the continuous implementation of structured training programs for all its employees. This includes scientific theoretical and practical training as well as soft skills training programs.

In Jordan we are accredited by the Ministry of Health to train professionals in the field of laboratory medicine for the purpose of gaining laboratory directors licenses. Because of our strength as a technical and managerial knowledge base, we also offer training to university students - with internships in our laboratories in Jordan. Specialized training programs are also offered to medical technologists from local and regional laboratories or as part of the consulting projects for helping medical laboratories attain international accreditation.

## Scientific Publications for the Medical Community



MedLabs' scientific committee supported by the marketing department continuously produce informative scientific material for patients, physicians and the medical community at large. Key among these publications is the well-known guide to laboratory investigation – LabWise®. This on-hand manual guide to nearly all tests available in laboratory medicine (including all tests performed at MedLabs) has been a trusted reference for many doctors, specialists, nurses, medical technologists, and students since the first edition was published in 1996.

# A Community To Be A Part Of

At **MedLabs** we believe in giving back to our community. We are committed to being a socially responsible organization and actively participate and contribute to the communities where we work, with the aim of driving positive development and growth. **MedLabs** keenly supports projects and initiatives across various sectors that benefit young people, particularly in the areas of education, environment and health.

Some of **MedLabs** Corporate Social Responsibility (CSR) initiatives include:

- Holding a one-day Free Testing Campaign under the patronage of the Jordanian Ministry of Health through **MedLabs** 35 laboratories in Jordan to test for Haemoglobin A1c, Thyroid Stimulating Hormone and Vitamin B12. On the day of testing nearly 9000 people from all demographics were tested at **MedLabs** which resulted in increased health awareness. Statistical analysis showed that 25% of those tested discovered previously undetected diabetes, Vitamin B12 deficiency or a hyper- or under-active thyroid.
- Testing over 20,000 women and children for iron deficiency with Save the Children Organisation, as part of a nationwide campaign to combat anaemia.
- Contributing to the Jordanian Royal Health Awareness Society's 'Healthy Schools Program' by adopting 4 schools for a period of 5 years to help implement WHO school safety and hygiene standards.
- Joining INJAZ Board of Trustees. INJAZ is a non-profit organisation that aims to inspire and prepare youth to become productive members of their society and accelerate the development of the national economy. Its board of trustees is comprised of representatives of leading local and international organizations who support INJAZ by providing valuable insight into the local business and political environment that aids in the design of the different INJAZ programs and sets the direction of the organization's growth.





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