



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Medical Laboratory Interaction Recording

Health Sciences and Social Services / Curative Health

Unit Standard 257195 · NQF Level 3 · 18 Credits · 15 Days

COURSE OVERVIEW

This course equips medical laboratory professionals with the skills to accurately record and document interactions in a laboratory setting. Participants will learn to capture patient data, test results, and communication logs in compliance with South African health regulations and laboratory standards.

Category	Health Sciences and Social Services
Subfield	Curative Health
Unit Standard	257195
Accreditation	SAQA Accredited · NQF Level 3 · 18 Credits
Duration	15 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply standardized protocols to document patient interactions and laboratory processes.
- Analyze recorded data to ensure accuracy and completeness in medical records.
- Evaluate communication logs for compliance with legal and ethical requirements.
- Implement secure storage and retrieval systems for laboratory interaction records.
- Demonstrate proficiency in using electronic laboratory information systems for chronicling.
- Design audit trails to track changes and maintain data integrity.

WHO SHOULD ATTEND

- Medical laboratory technicians, technologists, and administrative staff responsible for documenting patient interactions and laboratory procedures.

COURSE OUTLINE

Day 1: Introduction to Medical Laboratory Interaction Recording

- Overview of medical laboratory interactions
- Roles of laboratory staff, clinicians, and patients
- Legal requirements: POPIA and HPCSA guidelines
- Ethical considerations in patient data handling
- Introduction to recording systems and standards

Day 2: Communication Skills for Laboratory Interactions

- Verbal communication: clarity, tone, and empathy
- Non-verbal cues: body language and eye contact
- Active listening and feedback loops
- Cultural sensitivity and language barriers
- Dealing with difficult conversations

Day 3: Patient Identification and Sample Collection Procedures

- Patient identification: two-factor verification
- Sample collection: blood, urine, swabs, etc.
- Labeling and handling of specimens
- Chain of custody for forensic samples
- Error prevention and corrective actions

Day 4: Recording Patient Demographics and Clinical Information

- Demographic data: name, ID, contact details
- Clinical history: symptoms, medications, allergies
- Use of laboratory information systems (LIS)
- Data entry best practices
- Privacy and security measures

Day 5: Documentation of Test Requests and Results

- Test request forms: required fields
- Result entry: manual and automated
- Critical value notification procedures
- Verification and validation of results
- Correcting errors in documentation

Day 6: Quality Control and Assurance in Recording

- Quality control measures in documentation
- Completeness and accuracy checks
- Handling discrepancies and amendments
- Internal audit processes
- Continuous improvement principles

Day 7: Electronic Health Records and Laboratory Information Systems

- Overview of EHR and LIS
- Data entry workflows
- Retrieving historical data
- Interoperability between systems

- Cybersecurity basics: passwords, access levels

Day 8: Legal and Ethical Aspects of Recording

- POPIA compliance: consent and access
- HPCSA guidelines on patient records
- Confidentiality and data sharing
- Ethical dilemmas in recording
- Penalties for breaches

Day 9: Recording Special Interactions: Informed Consent and Genetic Testing

- Informed consent: elements and documentation
- Genetic testing: consent and counseling
- Privacy for genetic information
- Incidental findings: reporting protocols
- Ethical considerations

Day 10: Recording Adverse Events and Incidents

- Types of adverse events in lab settings
- Incident reporting forms and systems
- Root cause analysis from documentation
- Corrective and preventive actions (CAPA)
- Learning from incidents

Day 11: Communication with Healthcare Providers and Patients

- Recording phone calls and messages
- Written correspondence: emails, reports
- Documenting patient queries
- Interprofessional communication
- Professional language and tone

Day 12: Data Management and Record Retention

- Record retention schedules
- Archiving methods: digital and physical
- Retrieval processes
- Secure destruction of records
- Backup and disaster recovery plans

Day 13: Auditing and Improving Recording Practices

- Self-audit techniques
- Common recording errors and trends
- Improvement plans
- Monitoring and feedback loops
- Case studies of best practices

Day 14: Integration and Case Studies

- Complex case scenarios
- Error analysis and correction
- Comprehensive documentation practice
- Team-based problem solving
- Reflection on learning

Day 15: Review and Assessment

- Course recap and Q&A;
- Written assessment
- Practical demonstration
- Feedback session
- Action plan development

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **18 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 35,700.00	R 35,700.00
1	In-House	R 46,400.00	R 46,400.00
1	On-Campus (Pretoria)	R 53,600.00	R 53,600.00

UPCOMING SESSIONS

Start	End	Method	Venue
21 Aug 2026	10 Sep 2026	On-Campus	Shenzhen, China
24 Aug 2026	11 Sep 2026	On-Campus	Bangkok, Thailand
25 Aug 2026	14 Sep 2026	On-Campus	Victoria Falls, Zimbabwe
25 Aug 2026	14 Sep 2026	On-Campus	Abu Dhabi, UAE
26 Aug 2026	15 Sep 2026	On-Campus	Durban, South Africa
27 Aug 2026	16 Sep 2026	On-Campus	Shenzhen, China
28 Aug 2026	17 Sep 2026	On-Campus	Harare, Zimbabwe
31 Aug 2026	18 Sep 2026	On-Campus	Victoria Falls, Zimbabwe

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 257195) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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