

## LETTER TO THE EDITOR

# Capacity, Allocation, and Appointment System: a Challenge in Clinical Laboratory Management During a Pandemic Crisis

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Dear Editor, clinical laboratory plays an important role in screening and diagnosis of COVID-19 during the pandemic. A good management system of clinical laboratory is required for harmonization of the process. During the early phase of an outbreak, there might be a rapid increasing number of test requests, and it is necessary to setup new clinical laboratories to correspond to increased demand. In a recent study from Indonesia, Hendarwan et al. noted that expanding real-time polymerase chain reaction testing capacity by optimization of existing facilities and increased numbers of laboratories was the first priority [1]. Nevertheless, there might still be a problem despite there being a sufficient amount of clinical laboratories and diagnostic test kits. If there is a lack of good management of a clinical laboratory management system, a non-smooth process might occur.

In many settings, an appointment for COVID-19 test might be required. In a more complex case, an electron-

ic appointment via mobile app might be a pre-requisite. It might be helpful to promote social distancing but it can cause the problem of inaccessibility for poor people who do not have access to e-technology. Additionally, a rapid increasing demand might result in a long waiting time for having a test. Long turnaround time for analysis of a COVID-19 test might be an important problem that can result in failure of control of disease in the community [2]. Nevertheless, a very long waiting time for getting the test might sometimes be more problematic. In some developing countries, some patients might have to wait at home for a long queue for having a COVID-19 test and die before getting any test. Indeed, a good system should be simple, fast, and service should be easy to reach. A good preparation for capacity and allocation of the resource is very important issue in COVID-19 laboratory management during pandemic.

### Declaration of Interest:

None.

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2. Porter D, Mash R, Preiser W. Turnaround times - the Achilles' heel of community screening and testing in Cape Town, South Africa: A short report James. Afr J Prim Health Care Fam Med 2020 Oct 2;12(1):e1-e3 (PMID: 33054266).

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