



Laboratory Salomao Zoppi Diagnostics *Sao Paulo, Brasil*

Dr Gianfranco Zampieri
Director and Technical Manager

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Laboratory Salomao Zoppi Diagnosticos, Sao Paulo
700,000 tests per month

Sao Paulo is the largest city in the Southern Hemisphere of the globe, so it is easy to imagine how a laboratory based in one of the suburbs might easily be overwhelmed with demand for its analytical services. That is why there is always a desire to investigate the latest techniques and processes that can enable ever-improving efficiencies and increased capacity.

The Laboratory Salomao Zoppi Diagnosticos is a perfect example, having grown dramatically since its small beginnings over 30 years ago. It is now one of the leading institutions in the country for female and fetal medicine diagnostics and has to manage a complex in-flow of samples every day of the week.



Laboratory Salomao Zoppi Diagnosticos – focusing on women’s health

Pre-analytics has become a critical function of the busy laboratory for this reason, and Roche is leading the way in innovative solutions that can make a significant difference to laboratory workflows, processes and practices. At the forefront of this is the **cobas p 312**, a machine that has transformed the capabilities of one very large laboratory in this vibrant city.

This large-scale laboratory receives samples from units across the city of Sao Paulo. 85% of them are from female patients because since opening in 1981 as a specialist pathology and cytology unit, it has remained primarily focused on the molecular biology of the female anatomy and has now also branched into fetal medicine.

Dr Gianfranco Zampieri is a Director and the Technical Manager for clinical pathology, pathological anatomy, cytology, molecular biology and analytical chemistry. As such, he is the

perfect person to talk to about how the multitude of sample types are handled at the pre-analytical stage. His immediate endorsement of **cobas p 312** needed no encouragement:



“The first thing I would say is that we could not survive without it. I cannot imagine a laboratory of this size, or even smaller, running without a system like this. I would not develop another laboratory without it – have no doubt about that.”



“Every time we introduce a specialty, we are determined to have the best equipment, the best team, the best doctors and the best service.”



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Quality and quantity – a dual focus

Although they handle such a large number of samples, the laboratory has an extremely passionate focus on maintaining quality.

In terms of analysis, the laboratory is well-served in this regard by the **cobas** 6000 system, but even with such a powerful machine, if the samples being received are not carefully and accurately sorted, then confusion and mistakes could easily occur.

In the case of the Salomao Zoppi, Dr Zampieri had described to Roche his frustrations about the incapacity of the laboratory to sort the ever-increasing number of samples they were receiving. This coincided with the launch of the **cobas p 312** and the chance of an immediate test installation of two machines persuaded him to abandon a project from another supplier, simply because it couldn't deliver what the **cobas p 312** had to offer. Once installed, the transformation was immediate.

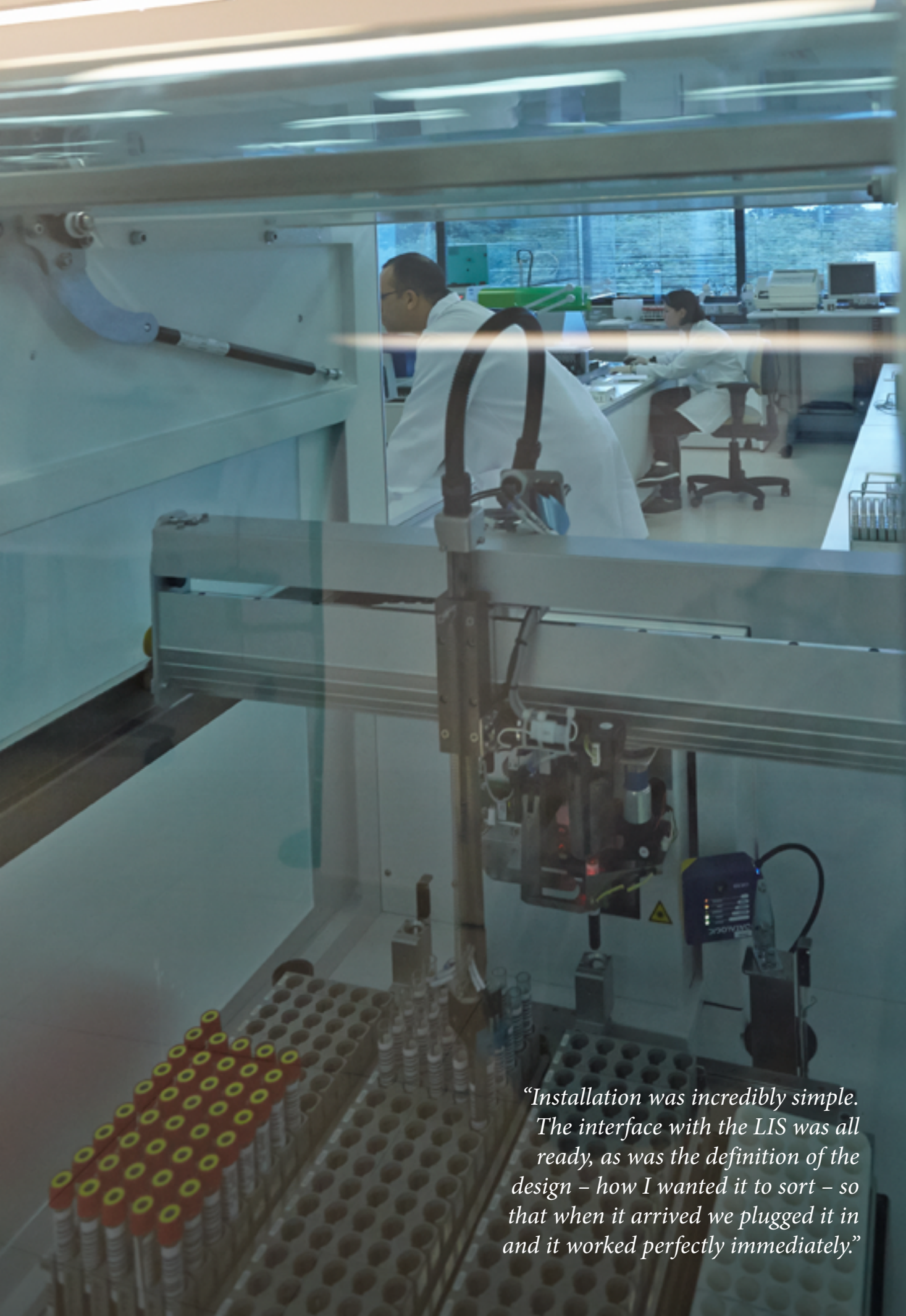
Synergising internal and external logistics

The efficiency of the **cobas p 312** enables Dr Zampieri to carefully schedule arrivals of samples at the laboratory that takes account of delivery logistics. This helps to respect the integrity of the biological material by paying attention to preservation and temperature levels. So units that are closer to the lab can deliver a batch of samples every hour, whereas those further away the interval might be longer, thereby reducing the total time spent in transit.

Internally, the separation and sorting of the samples into five or six racks means that the lab can be running all the analyzers at the same time, and because they can instantly find an individual tube without the stress of having to look for it, everyone can be more relaxed, even when there is a doctor on the telephone chasing his results. So although the laboratory does have peaks and troughs of sample receipt, to the outsider, the atmosphere appears calm and relaxed any time of the day.



“If you come here during the day, you will see that all day the laboratory is the same. It doesn’t change. There are the same number of people, all walking calmly, you don’t see blood around the place, the machines have been filled, whatever had to go into the system has already gone in, what had to be stored is already in the freezer.”



“Installation was incredibly simple. The interface with the LIS was all ready, as was the definition of the design – how I wanted it to sort – so that when it arrived we plugged it in and it worked perfectly immediately.”



The laboratory handles samples from around 60,000 patients per month, which translates into approximately 700,000 tests, and three quarters of these are defined by Dr Zampieri as sitting in the clinical pathology domain; this covers biochemistry, endocrinology, parasitology and hematology amongst others.

Simple installation and a robust system for low maintenance

The installation process was very simple which meant that the staff were able to enjoy the benefits of automated sorting with very few teething problems. Dr Zampieri describes his experience:

“Installation was incredibly simple. The interface with the LIS was all ready, as was the definition of the design – how I wanted it to sort – so that when it arrived we plugged it in and it worked perfectly immediately.”

cobas p 312 is also a very robust machine, requiring low maintenance.



“It needs very low maintenance, practically none because it is automated. And it is very robust. Sometimes a tube will fall on top of another and nothing ever happens to it, so it can withstand significant impact and does not stop because of just anything. It would need a major tragedy for it to stop working.”



Roche and the Salomao Zoppi – partners with a common vision

Dr Zampieri’s relationship with Roche has always left him feeling that he was a partner, not just a customer who happened to have bought a product. He describes the partnership as ‘very close’ and mutually beneficial.

“When you confront a problem together you can find solutions both for one and the other and so it is a real shared experience.”

A good example of this is the assistance given by Roche to the laboratory across many functions: pathology, bio-chemistry, molecular biology analysis and important trials.

“The contact that we’ve had with Roche senior management has been extremely friendly. For example, the new chairman from Brazil came to meet us and to understand us. We talked all morning and both acknowledged that it’s not just business, it’s more than that and it’s very healthy. Of course most of the time our local representative resolves any issues and that to us is like gold dust.”



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