

LABORATORY STANDARD OPERATING PROCEDURES MANUAL	LABORATORY PROCESS FOR IDENTITY OF OUTPATIENTS AND PATIENTS FROM CENTRALIZED SCHEDULING
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I. PURPOSE:

The patient must be positively identified before the blood specimen is collected. As identified by Joint Commission National Patient Safety Goals, there must be at least two (2) patient identifiers, neither being a patient location) before taking a blood specimen from a patient. This facility is using stated full patient name and date of birth as our 2 identifiers.

It is also necessary to verify all Laboratory orders on Centralized Scheduling patients with the written physician orders. Both of these functions must be performed correctly and without fail in order to provide accurate Laboratory testing results.

II. IDENTITY OF THE PATIENT AND LABELING OF THE SPECIMENS:

The following script MUST be followed in order to positively identify the patient:

- ☆ Greet the patient cordially by name and Introduce yourself. Ask them to state their **FULL NAME** and **DATE OF BIRTH**:
 - **Use a cordial greeting of your choice depending on the age of the patient and any knowledge you have of the patient.** The greeting is essential to good customer service. (Please see Scripting and Key Words procedure)
- ☆ After the greeting ask: **“For your safety, could you please give me your full name and your date of birth?”**
- ☆ Look at all the paper work that you have: the face sheet, the physician orders or outpatient requisition, the yellow jacket, etc. **VERIFY THE PATIENT’S NAME and DATE OF BIRTH.** Make very sure that your paper work matches the name and date of birth given to you by the patient. In our Outpatient drawing area, registration staff should have placed an ID bracelet on the patient, make sure to check that each time, as well. Everything much match.
- ☆ The **FULL NAME** and **DATE OF BIRTH** are used for the 2 patient identifiers for each patient.
- ☆ Order the tests in the computer, if they have not been ordered by Centralized Scheduling.
- ☆ Draw the patient’s blood using standard Laboratory procedures.
- ☆ Label the tubes immediately in the presence of the patient. Verify the names on the labels and make sure your labels are accurate and for the correct patient. The specimens must **ALWAYS** be labeled with at the very least patient’s full name and DOB if computer-generated labels are not available. ***Remember, the patient is not completely identified until the labels are place on the tubes and every thing is re-verified and must all match.***

III. VERIFYING PHYSICIAN ORDERS ON PATIENTS FROM CENTRALIZED SCHEDULING

- ☆ In order to process patients from Centralized Scheduling in an efficient manner, most of the time, CS staff enters Laboratory orders into the computer at the time of registration.
- ☆ The computerized orders must be verified with the written physician orders in the yellow jacket for accuracy and completeness. After orders have been reviewed and verified, the phlebotomist must initial the written physician Laboratory orders.
- ☆ It is the responsibility of the phlebotomist to use the process above in order to positively identify the patient, label tubes appropriately, as well as to verify the physicians’ orders with the orders that are entered into the system.

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4-2010

See original policy in the Laboratory for all documented annual reviews.

Reference:

- 1 College of American Pathologists, Laboratory General Checklist, question # GEN.40490, September, 2001
- 2 Accreditation Policies Standards, 2003, Joint Commission on Accreditation of Healthcare Organizations
- 3 JCAHO official Web Site: Facts about 2004 National Patient Safety Goals, updated December 31, 2003.

Laboratory Standard Operating Procedures Manual, Laboratory Collection Manual