

LABORATORY COLLECTION MANUAL	SPECIMEN REQUISITIONING AND SAMPLE FLOW
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I. REQUISITIONING

ALL INHOUSE

- ◆ All requests for routine laboratory procedures for Inpatients, Emergency Room patients, Observation patients, and Day surgery, and Skilled bed patients must be requested through the Order Entry System. All Order Entry request labels contain the patient name, Date of Birth, hospital identification number, medical record number, physician, patient's room number, the date and time the test is to be done, and the tests ordered.
- ◆ Order Entry requests automatically flow to the laboratory module. When the orders are placed, Labels/Orders automatically print in the laboratory. A specimen number is assigned per specimen at the time the labels print. These specimen numbers are used to enter results and track that particular specimen. The time the specimen is collected and received is entered into the computer when brought to the lab.
- ◆ Requisitions for STAT procedures are sent through the Order Entry System. Nursing units should order those tests with the STAT priority.
- ◆ All specimens not collected by laboratory personnel will also be ordered through the Order Entry system. When the order is placed, properly answered queries will cause the specimen label to print at the ordering site instead of in the lab. The specimen must always be labeled in the presence of the patient and is sent to the lab for testing. The date and time, if applicable, that the specimen is collected, should be noted. Time received is entered into the computer when personnel in the laboratory receive the specimen.
- ◆ The laboratory will maintain requisition/Order Entry information for at least 2 years through the computer system.

II. SPECIMEN COLLECTION

- ◆ Laboratory personnel continually collect Blood specimens throughout the day. Upon arriving with the specimen, the initials of the person that collected the specimen, as well as the time the specimen was collected and the time received in the laboratory are entered into the computer.
- ◆ The department will respond as quickly as possible to requests for STAT procedures. The order will be given a priority of STAT in the computer. All specimens ordered STAT that must be collected by the laboratory will print on the STAT red bar label printer in the laboratory.
- ◆ Tests which are Timed, will be collected as close to the stated time as possible. These should be ordered into the Order Entry system as a Timed priority and with a specific time so that the lab can draw these timed specimens at the correct time.

III. SPECIMEN ALLOCATION AND FOLLOW-UP

- ◆ Phlebotomists will distribute specimens to the appropriate sections. Communication will be given to the Technologists of priority-STAT, Timed Specimen, or routine.
- ◆ The laboratory will perform the testing in the most efficient manner. Most testing will be done as soon as possible when received. A few tests are performed in batches.

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IV. EMERGENCY ROOM ORDERS

- ◆ All emergency room lab orders will be collected and processed STAT.
- ◆ The order will be given a priority of STAT at the time the order was placed in the Order Entry system. The labels will print on the STAT Label printer in the lab. These results are set to broadcast upon resulting on the Emergency Room printer as soon as they are available. The laboratory can also manually print results from ER specimens to the Emergency Room printer. This helps ensure that all laboratory testing ordered on patients from the Emergency Room will be reported in the E.R. This is especially important when an Emergency Room patient has been admitted to the hospital.
- ◆ The laboratory will maintain ordering information for all emergency room patients for at least 2 years through the computer system.

V. OUTPATIENT LABORATORY TESTING

- ◆ Outpatient laboratory services will be rendered to any outpatient upon presentation of a physician's order. Orders can be faxed or written and obtained for laboratory records, including the name and address of the physician or authorized person ordering the laboratory tests, diagnosis or clinical symptoms, how the testing is to be billed, all pertinent patient information, tests required, and physician's signature. All outpatients will be drawn in the Outpatient Drawing areas. **FOR NURSING HOME ORDERS, AND HOME HEALTH AGENCIES, THEIR CHARTS INCLUDE THE ORDER with the PHYSICIAN'S SIGNATURE; ORDERS ARE FAXED USING A NURSING HOME ORDER FORM.**
- ◆ All outpatient request forms that are received in the Outpatient area contain the following information that is retrieved from the Laboratory Outpatient Requisition or a patient demographic sheet from the physician office:
 1. The patient's name and Date of Birth
 2. Patient demographic information such as phone number, address, and Social Security number and/or Medicare/Medicaid number.
 3. The physician's name and address.
 4. Clinical symptoms or diagnosis.
 5. How tests are to be billed.
 6. What tests are ordered.
 7. The physician's signature.
- ◆ All applicable patient demographics are entered into the system. All outpatient laboratory tests are ordered in the computer. The date and time of collection is also entered. The computer generates the patient's identification number and the specimen number for the tests ordered.
- ◆ A phlebotomist will collect the specimen and deliver it to the Main Laboratory and enter the time received.
- ◆ Results of outpatient tests are auto-faxed or manually faxed to the physician's office. Some results are printed and placed in physicians' boxes.
- ◆ The lab will maintain a copy of the requisition or the printed Nursing Home Order for at least two years.

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VI. NO-PATIENT LABORATORY TESTING

No-patient laboratory testing is the testing performed on properly labeled and collected specimen from all physician offices and clinics, all Home Health Agencies, and any other caregiver that can provide such specimens. These specimens must be ordered by providers authorized by law to order Laboratory testing.

- ◆ The specimens must be drawn in properly labeled specimen containers and the proper container for each test that is ordered. Flow of specimen is the same as outpatient and inpatient.
- ◆ The time and date the specimen is collected and received is entered into the computer.
- ◆ These specimens are brought to this lab by way of several couriers or individual home health nurses. In-house couriers and home health nurses are trained in specimen transport. The specimens must be accompanied by a signed request by an authorized healthcare provider. In the case of nursing home patients and/or home health patients, the signature resides on the patient chart at the home health or nursing home. Laboratory staff can no longer accept telephone orders; however, they can clarify orders via telephone with read-back and verify. The order can be faxed, but must be written.
- ◆ As soon as the specimen arrives in the lab, the Laboratory staff must note the date and time received. When the patient is registered into the system and the tests are ordered, the date and time of receipt will then be entered into the computer. Couriers of specimens document the delivery time of the specimen on our specimen log.
- ◆ Anyone receiving specimens must verify that the specimen was transported correctly and that the time and date of collection in correlation with the time and date of receipt in the Laboratory still constitute an acceptable specimen. Any unacceptable specimens will not be used for testing and will be reported on the Disposition of Unacceptable Specimens log. The physician's office or clinic is notified in order that they can recollect and resend the specimen. If the office or clinic is already closed by the time we receive the specimen, we use internal communications to inform laboratory staff to make sure the office is informed the next business day that the specimen must be recollected.
- ◆ All No-Patient orders must be accompanied by a proper requisition or patient demographic sheet with the following information:
 1. Name of the patient.
 2. Patient's date of Birth.
 3. All patient demographic information such as phone number, address, and Social Security number or Medicare/Medicaid number.
 4. Physician's or Care giver's name and address.
 5. Time and date specimen was drawn.
 6. Time brought to the lab should be noted by laboratory personnel taking specimen from the courier.
 7. Tests that are ordered.
 8. Clinical symptoms and symptoms or diagnosis.
 9. How tests are to be billed. (To: the patient, insurance, the physician or client, or Medicare/Medicaid.
 10. The physician's name and information
 11. Whether the patient is male or female.
 12. Whether the patient is fasting or not, if applicable.
 13. Must include any specific clinical information if applicable for certain testing, such as prenatal screening tests, semen analysis, etc.
 - ★ If specimen is unacceptable and can not be used for testing, the disposition of that specimen is documented on the Disposition of Unacceptable Specimens log. The appropriate office/provider/ home health is contacted about the unacceptable specimen.
 - ★ If the specimen is billed as an Industrial billing, the requisition is maintained for 10 years, as these are not maintained in HIM

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VII. VERBAL ORDERS:

- ◆ Any time a physician or physician’s office calls and adds tests to a previous requisition, or needs to give a new order, the office must be able to fax a written order, immediately. We can no longer accept verbal orders, except from nursing homes and then we must have a faxed order or write the order on our form.

APPROVED BY: Martin F. Belli, M.D. **DATE:** 10-94

REVISED BY: Kay Shaw, MT(ASCP)SBB **DATE:** 6-96, 3-98, 4-99, 6-2000, 8-2001, 5-2002, 8-2003, 6-2004, 2-2006, 10-2006 3-2008, 6-2008, 4-2010, 3-2012

APPROVED BY: Martin F. Belli, M.D. **DATE:** 6-96, 3-98, 4-99, 6-2000, 8-2001, 5-2002, 8-2003, 6-2004, 2-2006, 10-2006 3-2008, 6-2008, 4-2010, 3-2012

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

References:

JCAHO Comprehensive accreditation Manual for Pathology and Clinical Laboratory Services, I.M. 7.2, 7.3, Joint Commission Resources, 2002-2003

JCAHO Perspectives on Patient Safety, September, 2003 (See Goal #2 about communication)

Laboratory Standard Operating Procedures Manual, Laboratory Collection Manual