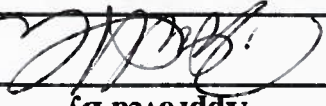



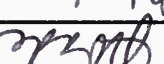



Veterans Administration Maryland Healthcare System
 Pathology and Laboratory Service

Communication Policy

General Procedure # 00020 version 1.0

Prepared By	Paul Gruver, MT	Date Adopted	05/31/2007	Approved By	
Date Rescinded		Procedure Rescinded			
05/31/2007	Method Performance Dated 12/1/1999				

Review Date	6/11/07	Revision Date		Approved By	
	1/2/08				
	11/3/12				
	8/27/13				
	7/22/15				
	6/11/16	Version 2.0			

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VA Maryland Health Care System
10 North Greene St.
Baltimore, MD. 21201

Communication Policy

Policy No: GEN000020

Version 2.0

Effective Date: May 31, 2007

Policy:

At times it is critical to ensure that information concerning pending patient results or changes in laboratory policy be communicated to the staff in a timely manner. This may include "hand-off" issues during a shift change such as pending stats, instrument maintenance problems, change in procedures, or quality control issues.

Laboratory communication is achieved by, but not limited to, the following:

1. Communication Log (Attachment A)
2. Verbal communication
3. E-mail VISTA and Outlook
4. Telephone
5. Written Memorandum
6. Lab overhead page (##27)

It is the responsibility of the staff leaving for the day to communicate in writing and verbally to the incoming staff any issues concerning:

1. STAT requests:
 - a. In centrifuge?
 - b. In process on instrument
2. Instrument problems
3. Quality control/reagent issues

It is the responsibility of the section supervisor to communicate to the incoming staff:

1. Methodology changes
2. Staffing
3. Recalls

COMMUNICATION POLICY

GEN00020

When communicating with your fellow employees please be concise as possible and ask if they have any questions before leaving for the day.

NOTE: Blood Bank Hand-off procedure 1-20 can be found in the Blood Bank Manual.

References:

CAP General Checklist, Northfield IL, 04/06/2006



VETERANS ADMINISTRATION MARYLAND HEALTH CARE SYSTEM
BALTIMORE DIVISION
STAT LABORATORY -
Shift-to-shift Hand-off Communication Log

GEN00020A

Week of: _____

Hematology/Coagulation/Urinanalysis

08:00-DAY							
16:00-EVENING							
00:00-MIDNIGHT							
Shift:	Leaving/Arriving Tech Initials						
Issues: Examples- 1. Any equipment down? (If YES, briefly explain) 2. Any in-process STAT samples? (If YES, include ACC#)	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Chemistry

08:00-DAY							
16:00-EVENING							
00:00-MIDNIGHT							
Shift:	Leaving/Arriving Tech Initials						
Issues: Examples- 1. Any equipment down? (If YES, briefly explain) 2. Any in-process STAT samples? (If YES, include ACC#)	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Microbiology

08:00-DAY							
16:00-EVENING							
00:00-MIDNIGHT							
Shift:	Leaving/Arriving Tech Initials						
Issues:	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

*Please use back of this form to expand on issues if necessary.
CHEM HEM Supervisor weekly review: MICRO

STAT LAB

Lined area for recording information.

Problems/Concerns/Corrective Action (Date and Initial):