



VETERANS ADMINISTRATION MARYLAND HEALTH CARE SYSTEM
BALTIMORE DIVISION
10 NORTH GREENE STREET
BALTIMORE, MD 21201

GEN00020.2

PATHOLOGY & LABORATORY MEDICINE SERVICE

**Communication Policy version 2
General Procedure Manual # GEN00020**

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

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

	<p>VETERANS ADMINISTRATION MARYLAND HEALTH CARE SYSTEM BALTIMORE DIVISION 10 NORTH GREENE STREET BALTIMORE, MD 21201</p>	<p>GEN00020.2</p>
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NOTE: Blood Bank Hand-off procedure 1-20 is located in the Blood Bank Manual.

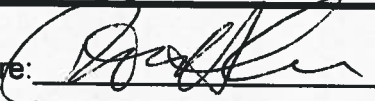
Attachments:

Shift-to-Shift Hand-Off Communication Log Gen 00020A

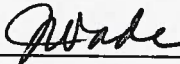
References:

1. College of American Pathologists- General Laboratory Checklist, August 2016.


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DATE ADOPTED	<i>Author of Procedure/Policy</i>	Chief of Service
05/31/2007	Paul D. Gruver, MT	Signature:  Dong H. Lee M.D.

Policy/Procedure(s) Retired:		Date retired:
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Review Date	Version Number	Signature of reviewer
11/13/17	2	

REVISION HISTORY

Date revised	Revision #	Changes made	Signature
11/10/17	N/A	Reformatted	



VETERANS ADMINISTRATION MARYLAND HEALTH CARE SYSTEM
BALTIMORE DIVISION

STAT LABORATORY -
Shift-to-shift Hand-off Communication Log

GEN00020A

Week of: _____

Attachment A

Hematology/Coagulation/Urinalysis

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

Chemistry

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

Microbiology

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

**Please use back of this form to expand on issues if necessary.*

Supervisor weekly review: HEM _____ CHEM _____ MICRO _____

STAT LAB _____