



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

GEN00020.3

PATHOLOGY & LABORATORY MEDICINE SERVICE

Communication Policy version 3 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

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
 - a. Any troubleshooting performed
 - b. Any contact to Tech Support
3. Quality control/reagent issues

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

1. Methodology changes
2. Staffing
3. Recalls
4. Any other issue(s) that may affect patient testing

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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 is in the Blood Bank Manual.

Attachments:

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

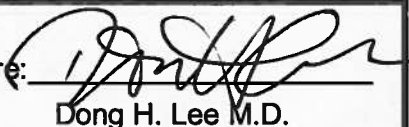
References:

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



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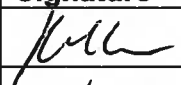
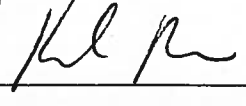
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DATE ADOPTED	Author of Procedure/Policy	Chief of Service
05/31/2007	Paul D. Gruver, MT	Signature:  Dong H. Lee M.D.

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

REVISION HISTORY

Date revised	Revision #	Changes made	Signature
11/10/17	N/A	Reformatted	
07/09/18	3	Removed overhead pager, revised communication log, added designee.	



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BALTIMORE DIVISION

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

GEN00020A

Problem(s)/ Concern(s)/ Corrective Action (Date, Tech Initials & Shift):

Hematology/Coagulation/Urinalysis:

Chemistry

Microbiology