SUBJECT: PROCEDURE	TITLE: CREDITING & CANCELLING TEST ORDERS
EFFECTIVE DATE: 10/2005	**SECTION:** Laboratory Information Systems
APPROVED: 10/05 J Hindin	**POSITION RESPONSIBLE FOR REVIEW:** LIS SYSTEM ANALYST IV

▪ **PURPOSE:**
To assure the appropriate crediting of lab results.

▪ **PROCEDURE:**
Received and resulted specimens
If erroneous results were incorrectly posted to a patient record, the following steps apply:
   A. As soon as the error is detected, notify the doctor or nurse responsible for the patient and request a new specimen.
   B. Print an interim report of the results.
   C. Report the incident to a laboratory supervisor, incident will need to be recorded in the electronic occurrence system. Attach the copy of the interim report, specimen label and any other pertinent information.
   D. Correct the appropriate test(s) with a suitable comment code
       1. Function: MEM
       2. Enter the worksheet and test code
       3. At accession number prompt enter M-accession number (M-T1234)
       4. Enter the comment code as the new result for **every test** of the battery
           - **Do <u>not</u> use a hyphen (-) to result the test**
           If a suitable code is not available, then free text I the necessary information, You must add the message of who was called and the time/date   (i.e. Chem & Hemo if both were collected)
           Test(s) codes: NA: ERRS-; John T RN called lab at 10am/ date
                                        K: ERRS-; John T called lab at 10:15 am / date
       5. A correction statement will be automatically generated by Sunquest.
       6. Display and accept results
       7. **If the test is already resulted, credit information from Sunquest will not pass to the SMS system.** The test must be credited in SMS. Notify a lab supervisor to have them open an IT Help Desk ticket for an analyst to credit the test in the HIS.

       <u>**Never credit/remove/delete a specimen that has a result.**</u>
           - Reminder: Test results are not removed or deleted from the SMS system, they should always have the correction statement attached.

Unresulted Specimens
If the error is discovered before any results have been accepted, the test may be credited with the credit reason as the result.

Unreceived Specimens
Routine or timed tests that remain pending and unreceived after 8 hours may be credited as NSR, (no specimen received.) Body fluids or 24 hour urines may be credited after 72 hours.

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Specimens Drawn at Incorrect Times
Occasionally, the nursing staff will call to ask that a result be removed because it was drawn at an incorrect time. This is common with drug levels. If the test has not been resulted, you may credit it using an appropriate comment. If there is a result posted, result the test with an appropriate correction comment and notify a lab supervisor that the test must have charges credited in SMS.

Note: It is never acceptable practice to redraw a specimen for testing using the original order or accession number. This is not a valid reflection of the collection time and may interfere with a physician's ability to accurately interpret test results.

The following is a list of common credit reasons. If one of these does not suit your situation, you may look in the computer for other comments or use a free text remark. It is important that the comment be descriptive and accurate.

To look-up codes in the LIS:
Function: MIQ
Option: 4 (English Text Code)
At text code prompt: Enter (description list of codes will display)

Specimen Issue	LIS Code
ACC	Lab accident
CLTD	Clotted
ERRS	Erroneous results reported specimen improperly labeled
HEM	Too hemolyzed for accurate analysis
ICV	Possible IV contamination
IMPR	Improper preservative
ITEST	Incorrect test ordered
QNS	QNS
QRN	? Results / new specimen requested
QRRS	Questionable results repeat suggested
SMPS	SPECIMEN IMPROPERLY LABELED PRIOR TO SUBMISSION TO LAB
SHRT	Blood / anticoag ratio in tube unsatisfactory
XPAT	Wrong patient was drawn, unit floor called
BL	Unlabeled
BAD	Mislabeled
WRONG	Patient ID error (flood error)
BHE	Blood handling error
ICOL	Improper collection
MOVE	Improper transport
STORE	Improper storage

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GUI CREDIT/CANCEL:

When in the credit screen you will note that there is a new INQUIRY button available. This is very handy when performing a credit/remove result of accession numbers that have results filed (RESOE or actual resulted test results). If the users see the YES in the resulted box they can select the INQUIRY button and see what has been filed on the test. **Users should NEVER credit and remove filed tests that are at a final status,** a correction statement must be added and then remove charges from the HIS (as described in previous section).
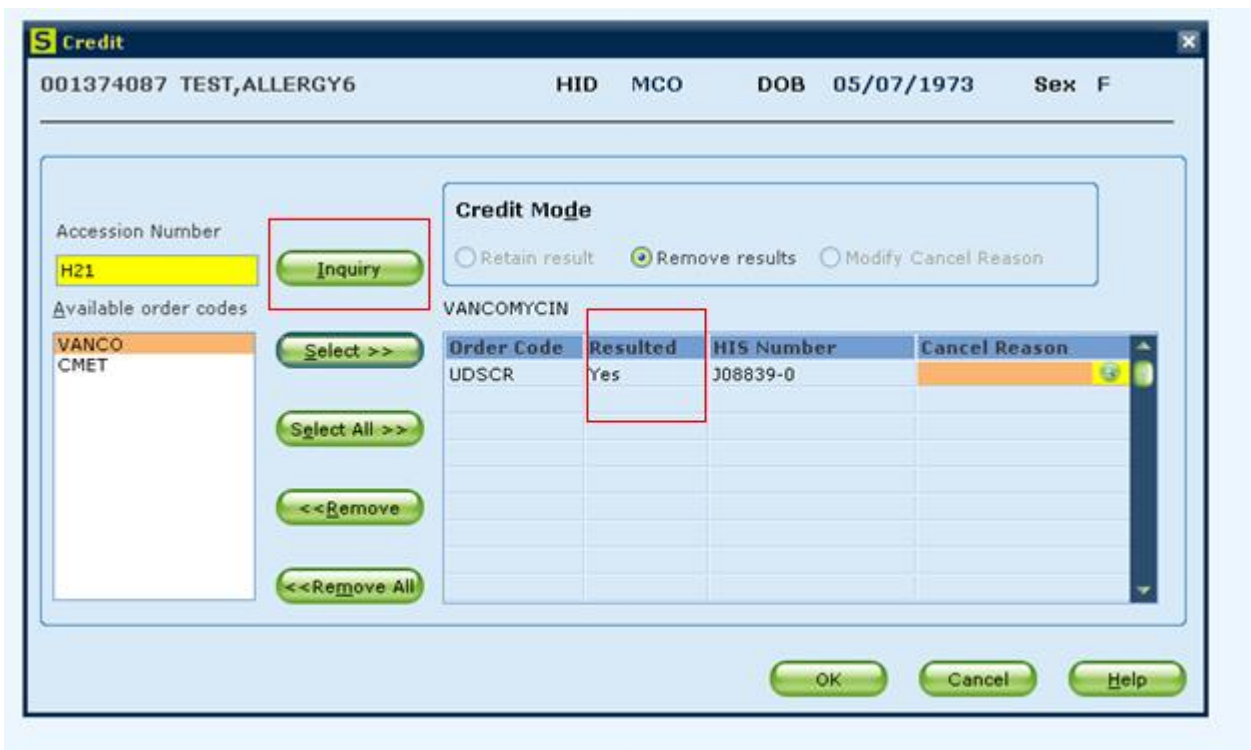
If the RESULTED box says YES then staff MUST check the Inquiry box BEFORE remove results is issued. RESOE results will display as 'resulted' therefore the use must inquire on what is resulted prior to crediting test.

Enter Cancel reason (from list above) or use search function to add appropriate cancel reason.

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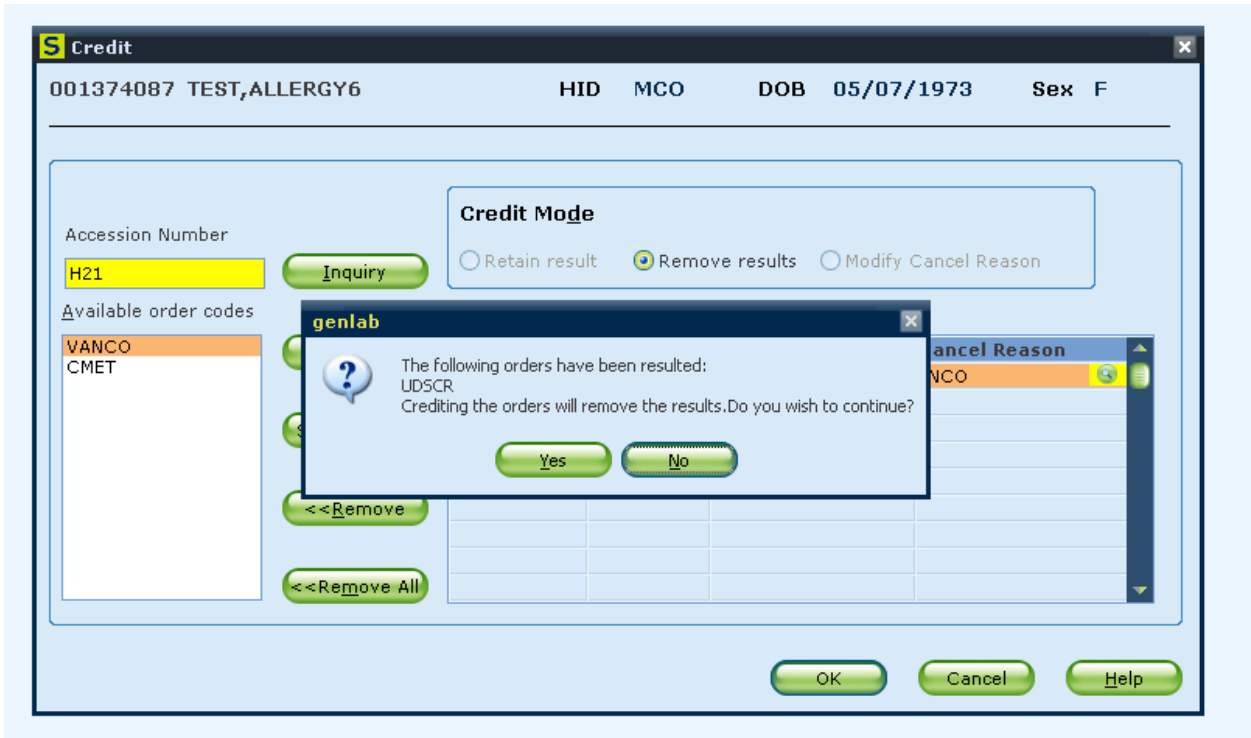
Credit does a second check warning the tech that results are on file and do they want to still remove results and credit. At that point they can back out or issues the credit (if appropriate).

- **DISTRIBUTION AND HANDLING:**

Revised/Reviewed:	Revised/Reviewed:
Revised/Reviewed:	Revised/Reviewed: