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| Safety Message | Always wear the appropriate personal protective equipment when handling specimens at the check-in desk. |

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| Purpose or Principle or Introduction | This procedure provides instructions for accessioning Non-SCPMG Providers (i.e. NCAL KP Providers). |

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| Scope | This procedure is intended for Lab Assistants, Lab Clerks, and Clinical Laboratory Scientists. |

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| Policy | * All members not from the SCAL region must be assigned a SCAL medical record number which can be obtained from the California Service Center in San Diego: 8-279-3333 (858.614.3333) * Patient must have a letter (Attachment A) from their provider stating the blood test requested, the fax number, and the provider number to report critical results. * Letter must be presented at time of laboratory check-in * Letter must be attached to specimen(s) collected. * CLS will call critical results. Phone number will be found in Cerner Order Comments for that accession number. |

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| Definitions | Non-SCPMG provider | Kaiser regions: NCAL, Hawaii, Colorado, Mid-Atlantic, Georgia, and Northwest. |
| Affiliated Contract Providers (ACP) | Non-Kaiser providers |
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| Procedure | Follow the steps below | |
| MOB Check-in | |
| **Step** | **Action** |
| 1 | Clerk/Receptionist:   * Clerk/receptionist will register the patient as a walk-in through Health Connect with a note stating “non-SCPMG” * Manually print label(s) using the addressograph or handwrite labels if addressograph is not avail. * Attach labels to the letter brought by the member. * Instruct member to present labels and letter to the phlebotomist. |
| 2 | Phlebotomist:   * Collect the specimen(s) according to request in the letter   + Document collect time/date and NUID on label   + Paperclip specimens to letter submitted by member. * Accession in KRMS (at specimen processing)   + Enter **SCAL MRN**, confirming the member’s name, MRN, DOB   + Tab to the ordering MD field : type **X**, tab to next field and type ordering physician name (taken from the letter)   + Enter in the sort group field **PP** for Private Physician   + Enter in lab comments: fax and physician phone number in this format: Fxxx-xxx-xxxx Pxxx-xxx-xxxx   + Print enough labels to affix to the specimen and to letter. * Login specimen to collecting MOB location. * Transfer specimen in Cerner to the Medical Center for testing.   + Paperclip letter to the barcoded specimen and place in individual biohazard bag   + Send to medical center for testing. |
| 3 | Medical center laboratory:   * Log in all specimens received. * Distribute specimens to the testing departments * Keep provider letter (attachment A) at the communication desk. * Letter will alert clerk to look for printed results on the main-frame printer and **FAX** results to the fax number on the letter. * Clerk will initial the fax confirmation, staple all paperwork together, and file in the NON-SCPMG PROVIDER ORDERS binder kept at the communication desk. |

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| Attachments A | * Sample of letter submitted by member requesting lab tests. |

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| Author | Eleanor Ilagan, CLS, ASCP |

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| Distribution | * Carson Medical Office Blood Draw Station * Coastline Medical Office Blood Draw Station * Gardena Medical Office Blood Draw Station * Long Beach Medical Office Blood Draw Station * Normandie North Medical Office Blood Draw Station * Torrance Medical Office Blood Draw Station |

Attachment A

