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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.
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| 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.
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| 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
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Attachment A

