

## Providing Consultation to Patients in the Out-Patient Laboratory

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**Policy** To ensure that appropriate specimen collection containers and instructions are given to out-patients. This process is only applicable in laboratories with the Qmatic system.

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**Workplace Safety** All laboratory employees are expected to maintain a safe working environment and an injury-free workplace. Laboratory employees are responsible for their own safety, and the safety of others and adhering to all departmental and medical center safety policies and procedures.

- For standard precautions and safety practices in the laboratory; see LAMC-PPP-0123, specifically, but not limited to, equipment safety, proper body mechanics, sharps exposure and proper use of personal protective equipment (PPE).
- For Universal Body Substance precautions, see LAMC-PPP-0128, specifically, but not limited to, exposure to body fluids.
- For proper hand washing, see LAMC-PPP-0132, specifically, not limited to, proper hand washing.
- For proper infection control, see LAMC-PPP-0127, specifically, but not limited to, proper use of gloves.
- For proper handling of regular and infectious waste, see LAMC-PPP-0129, specifically, but not limited to, proper disposal of regular and bio-hazardous waste.
- For proper cleaning of work area, see LAMC-PPP-0130– Cleaning Work Areas.
- For storage and disposal of Chemical Hazardous Waste, see LAMC-PPP-0134.

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## Providing Consultation to Patients in the MOB Laboratory

### Procedure

Step	Action
NOTE:	Patients for “Consult” are given Qmatic numbers starting with “800”. Example: 801, 802, 803, etc.
1.	Patient will be called by the Laboratory Assistant queued in the Qmatic system.
2.	Laboratory Assistant will check the linked tests in KPHC.
3.	Laboratory Assistant will provide all the required supplies and/or containers for the test ordered. Laboratory assistant will attach a label containing the patient’s name and medical number on each specimen collection container.
4.	Laboratory Assistant will provide/hand the specimen collection instruction to patient for each test to be collected by the patient.
5.	Laboratory Assistant will verbalize the instructions to the patient.
6.	Laboratory Assistant will request the patient to read the instructions themselves.
7.	Laboratory Assistant will ask the patient for questions or concerns at the end of each instruction.
8.	Laboratory Assistant will instruct patient where to bring/submit collected specimen/s.

**Controlled Documents** The controlled documents are as follows:

Document No.	Name of Documents
LAMC-PPP-0123	Safety Practices
LAMC-PPP-0127	Infection Control
LAMC-PPP-0128	Universal Body Substance Precautions
LAMC-PPP-0129	Handling of Regular and Infectious Waste
LAMC-PPP-0130	Cleaning Work Areas
LAMC-PPP-0132	Hand-washing Policy
LAMC-PPP-0134	Storage and disposal of Chemical Hazardous Waste