

# Beaumont

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## Beaumont Laboratory Requisition/Specimen Mismatch (RSM) and No Identification (NID) Procedure

Document Type: Procedure

### I. PURPOSE AND OBJECTIVE:

To properly define, document and store problems related to Requisition Specimen Mismatch (RSM) cases and specimens with No Identification (NID)

### II. DEFINITION:

- A. **RSM** is when any identifier on specimen does not match the requisition. **NID** is when there is no patient identification listed on the specimen. See below for some possible but not limited to RSM situations:
1. The name on the tube matches the requisition but the date of birth (DOB) on the tube does not match the requisition.
  2. The name is spelled incorrectly on the tube but other identifiers match the requisition. This could include spelling of name being off by one letter.
  3. The handwritten name on the tube matches the requisition, but the crack and peel (C&P) on the tube is wrong.
  4. There is ONLY a crack and peel on the tube and it does NOT match the requisition and no handwritten demographics are on the tube.
  5. There is a handwritten name on the tube, but the crack and peel on the tube is an electronic crack and peel that does not match that of the requisition.

6. Two different handwritten names on specimen.
7. Names on specimens do not match requisition at all.
8. Two or more specimens in bag but one does not match the requisition or does not have an ID (NID). See note below:

**NOTE:** In any situation, we would send specimens that match for testing. A Follow-Up Task would be written up for Client Services detailing the issue and storage location if not able to move on to testing area. Include comment as to what was done with the specimens that did match.

### III. PROCEDURE:

- A. When you have a specimen(s) that presents as an RSM or has no identification on it, stamp the requisition with the Follow-Up Client Services stamp and mark RSM or NID by the stamp on the lab requisition.
- B. Create an order based on the patient information on the requisition and order the appropriate Rainbow Tube type and Presumptive Testing as indicated in the [Presumptive/Rainbow Procedure](#). Print the Contact Serial Number (CSN) label so that the requisition can be imaged and available for Client Services to review. Keep a copy of the requisition with the specimen. Once order is completed and label printed create a Follow-Up Task for Client Services to resolve.
- C. The Follow-up Task should contain all mismatching or missing information on the specimen, the name on the requisition and location of where specimen and requisition are stored.
- D. Problem information should also include if any specimens did match requisition and if they were forwarded to testing area.
- E. For an RSM, be sure that your problem includes what is on the requisition, what is on the specimen(s), and the type of specimen(s) received.
- F. **Blood Bank** orders with **RSM** issues need to be ordered and a Follow-Up task created defining RSM issue and statement indicating specimen was sent to Blood Bank. A copy of the requisition should also be sent so they are aware that a follow-up task has been created. Blood Bank **NID** issues are to remain with Processing departments unless Blood Bank requests them.
- G. For any NID specimen issue, be sure that your problem includes what is on the requisition and the type of specimen(s) received. Also include where specimen is being stored. All NID specimens being reviewed are discarded after 48 hours unless they are **irretrievable**. (See [Irretrievable Specimen Handling](#))
- H. If specimen is **Irretrievable** and paper requisition is received, order test requested and create an Irretrievable follow-up task and add the Presumptive Flag. In addition to creating an Irretrievable follow-up task a call should be made to Client Services to let them know an **Irretrievable** task was created, if possible, primarily if specimen comes in during the weekend.
- I. **Royal Oak Outreach Processing:** Place specimen and requisition copy in a specimen bag into the RSM/NID Problem Bucket on the bottom shelf of the refrigerator or room temperature Problem Bucket depending on specimen storage type.

- J. **Troy, Grosse Pointe, Farmington Hills and Dearborn Processing:** Place the bag and copy of the requisition in the designated problem holding location designated for your site based on specimen type; room temperature or refrigerated.

## Approval Signatures

Step Description	Approver	Date
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