Wake Forest® Baptist Health	**DOCUMENT TYPE:** ☒ Policy	**ORIGIN DATE IN TITLE 21** 2019
CLIA Lab Director: Gregory Pomper, MD	**LAB DEPARTMENT:** Central Processing	**CONTACT:** **CENTRAL PROCESSING MANAGEMENT**

APPLICABLE LABORATORY(S)):

☒ North Carolina Baptist Hospital (NCBH)

☐ Lexington Medical Center (LMC)

☐ Davie Medical Center (DMC)

☐ Wilkes Medical Center (WMC)

☐ High Point Medical Center (HPMC)

☐ Westchester

☐ Clemmons

PROCEDURE STATEMENT

The purpose of this policy is to provide laboratory personnel with guidelines for determining specimen acceptability and receipt of specimens into the laboratory information system (LIS). Scanning laboratory specimens into the LIS documents the collection and received dates and times.

SCOPE

This policy applies to:
i.   Procedure owner/Implementer: Central Processing
ii. Procedure prepared by: Central Processing Management
iii. Who performs procedure: Central Processing Staff

DEFINITIONS

Policy: As defined in the Policy on Creating and Amending Policy, a statement of principle that is developed for the purpose of guiding decisions and activities related to governance, administration, or management of care, treatment, services or other activities of WFBH. A policy may help to ensure compliance with applicable laws and regulations, promote one or more of the missions of WFBH, contain guidelines for governance, and set parameters within which faculty, staff, students, visitors and others are expected to operate.
WFBH Lab System: Wake Forest Baptist Lab System is a health system that includes Wake Forest Baptist Medical Center and all affiliated organizations including Wake Forest University Health Sciences (WFUHS), North Carolina Baptist Hospital (NCBH), Lexington Medical Center (LMC), Davie Medical Center (DMC), Wilkes Medical Center (WMC), High Point Medical Center (HPMC), Lab at Westchester and Lab at Clemmons.

The following abbreviations may be use to indicate the specimen type:

- L - Lavender
- G - Gold
- B - Blue
- R - Red
- GRN - Green
- GRY - Gray
- P - Pink
- Y – Yellow ACD
- DB – Dark Blue Heavy Metals

POLICY GUIDELINES

A. Specimen Acceptability Requirements

1. Verify the specimens are appropriately labeled with at least two (2) unique patient identifiers – Patient full name, date of birth, and medical record number
   a. Refer to *Patient ID and Identification of Blood, Body Fluids and Tissue Samples*.

2. Verify specimen integrity
   a. Leaking or broken specimen containers should be evaluated for acceptability.
      i. If specimen integrity is compromised, contain specimens inside a sealed biohazard bag and place in the HOLD bin in the Spin Refrigerator
         - If sharps, such as broken glass are present, discard specimens in a hard-side sharps container immediately
         - Notify the collecting location of specimen damage and the need for recollection
      ii. Refer to *Incident/Credit Report* procedure for documentation of the incident

   b. Verify the correct specimen type(s) was received for the ordered test(s)
      i. If incorrect specimen type received, contact the collection location and request recollection
      ii. Refer to *Incident/Credit Report* procedure for documentation of the incident.

   c. Verify sufficient volume for testing
      i. If sample volume is too short to place tube on the track, add the appropriate comment in the Lab Comments box (.schem for short chemistry sample, .shem for short hematology sample). Write an "S" on the cap of the tube and place in the back of the brick to notify Spin to process and deliver short samples to the designated racks at the bench.
      ii. If insufficient volume, contact the collection location and request recollection
      iii. Refer to *Incident/Credit Report* procedure for documentation of the incident.

   d. Verify proper label placement on specimens for the automated lines
      ii. Labels should be legible, right side up with the arrow pointing to the cap, and smooth without creases to allow placement in the puck.

3. NOTE: If is acceptable to break the glass when receiving specimens into Beaker if you have a specimen that needs to be received. It is not acceptable to look up information

not needed on any patient.

B. Specimen Processing Priority

1. Specimens received in Central Processing are processed on a first in, first out basis according to the following priority:

   a. Code Stroke Specimens
   b. Operating Room (OR) Specimens
   c. Emergency Departments (ED) Specimens – Adult & Pediatric
   d. Comprehensive Cancer Center and Pediatric Hematology/Oncology Specimens
   e. STAT Specimens from all other locations
      - Specimens received in red STAT biohazard bags
      - Specimens received on ice
      - Body fluid specimens
   f. Routine Specimens

2. Refer to *Specimen Handling* for special handling requirements

C. Specimen Receiving into the laboratory information system (LIS)

1. Specimens NOT on a Packing List / Manifest

   a. Beaker Label – Instrument ready barcode
      i. Refer to *Job Aide CP 28.1 Receiving Specimens in Beaker*.
   b. Labeled without an instrument ready barcode label
      i. Select "Specimen Inquiry by Patient"
      ii. Enter the patient's medical record number (MRN) or last name, first name in the "Name/MRN" field
      iii. Select the correct patient by verifying the patient's full name, date of birth, and/or MRN
      iv. Click "Accept"
      v. If orders are present and specimen is collected (has a specimen ID in Specimen Inquiry)
         - Click on the appropriate specimen or requisition hyperlink
         - Reprint the Beaker instrument-ready barcode labels using "Labels" button
      vi. If orders are present in Order Inquiry but not "collected" in Beaker
         - Select order in Order Inquiry function
         - Click Collect Specimens
         Note: If order is a Future order, indicated by a purple square icon in the Status column, you will need to open the patient's chart in Patient Station to collect specimens.
         - Click Print Labels
         - Click the hyperlink that states "Scan the label or click to document the collection"
         - Enter collection date/time and remove your name from collector box
         - Click Receive

      vii.   If orders are not in Beaker
- Refer to *Registration and Order Entry into the LIS*

      viii.   Label the specimens with the appropriate labels
- Do NOT cover the patient's name on the original label
- Verify the correct label is placed on the correct specimen type for the testing ordered and initial the label.

      ix.   Refer to *Job Aide CP 28.1 Receiving Specimens in Beaker*

2. Specimens on a Packing List / Manifest

a. Beaker Packing List

      i.   Scan all specimens following *Job Aide CP 28.1 Receiving Specimens in Beaker*

      ii.   Initial, date, and time the packing list
- Place completed packing lists in your packing list folder in Central Processing

      iii.   If all specimens on the packing list are received, "Packing List Complete" will appear in a green message bar

      iv.   If all specimens on packing list are NOT received, the message bar will be yellow and indicate the number of specimens received out of the total number on the packing list
- Click on "Specimen Lookup"
- Enter the Packing List number in the "List" field (XX-MS1234)
- Click Enter
- Click on the dropdown arrow next to the "Remove" tab
- Select "Remove Received" to remove all specimens already received, leaving only not received specimens
- Resolve missing specimen(s)
  - Verify if missing specimen(s) are included with the physical specimens received and not scanned into Beaker
  - Determine if missing specimen(s) are Microbiology specimens already sent to Micro
    - Document specimens were sent to Micro on the packing list
  - Verify if the missing specimen(s) are add-ons or need to be combined with another specimen already received for that patient
  - If specimen is missing after investigation
    - Notify the ordering location or collection site of the missing specimen by sending an email to the lab specimen issues email list, lab_specimenissue_dl@wakehealth.edu, with the location code as the subject

3. Requests to call results

    a. If a sample requisition or packing list comes with a request to call results:

      i.   When Client Services is staffed, bring the requisition/request to Client Services and ask them to call results.

> ii.   After hours, complete a request in the phone/fax log book, including the patient's name (or a taglet), accession number, test(s), and call to phone number, and deliver request to testing area.
>
> iii.   OR samples will have separate slips with call information. All OR result request slips accompany OR samples to the testing area.

4. **Note:** If Cornerstone Westchester Lab samples (code CS) are received in WC lab, and the packing list indicates the sample was intended to go to Cornerstone Lab:

   a. If CS samples are received during Cornerstone Westchester Lab's operating hours, call Delivery On Time and send the samples STAT to the Cornerstone Westchester Lab (1814 Westchester Dr, High Point NC).

   b. Cornerstone Westchester Lab hours:
   Monday – Friday 8am – 7pm
   Saturday – Sunday 8am – 5pm

   c. If CS samples are received near closing time for the Cornerstone Lab, or the sample has limited stability (i.e. Ammonia), receive sample into WC Lab and analyze on site.

   d. Hematology samples will need to be re-accessioned to WC Lab:
   i. Scan sample
   ii. Click Redraw, reason: Accessioned to wrong testing location, click Yes.
   iii. In Order Inquiry, highlight correct order. Click Collect Specimens.
   iv. Print Labels, click hyperlink to document collection date/time, remove your name from collector box. Receive.

D. Care Evolve Manifest (all X locations)

1. Verify each specimen on the manifest matches the physical specimens received into Central Processing

2. Record quantity and specimen type for each patient on the manifest
   a. Initial, date, and time the manifest
   b. Place completed manifests in your packing list folder in Central Processing

3. Resolve any missing specimen(s)
   a. Verify if missing specimen(s) are included with the physical specimens received
   b. Determine if missing specimen(s) are Microbiology specimens already sent to Micro
      i. Document specimens were sent to Micro on the manifest
   c. Verify if the missing specimen(s) are add-ons or need to be combined with another specimen already received for that patient
   d. If specimen is missing after investigation
      i.   Notify the ordering location or collection site of the missing specimen by sending an email to the lab specimen issues email list, lab_specimenissue_dl@wakehealth.edu, with the location code as the subject

4. Determine if specimens are labeled with instrument ready barcode labels
    a. If instrument ready barcode labels, scan all specimens following *Job Aide CP 28.1 Receiving Specimens in Beaker*
    b. If NO instrument ready barcode labels, print Beaker instrument ready barcode labels and place on specimens

        i. In Beaker, select "Specimen Inquiry by Patient"
        ii. Enter the ordering location code (XABCD) in the "Submitter" field and the patient's last name, first name in the "Name/MRN" field
                OR
        iii. Enter the X location code-CE number (XEHSG-CE000012)
        iv. Select the correct patient by verifying the patient's full name, date of birth, and location
        v. Click "Accept"
        vi. Click on the appropriate requisition hyperlink (RQ12345)
        vii. Reprint the Beaker instrument-ready barcode labels using "Labels" button
          • All orders on the selected requisition will print
        viii. Label the specimens with the appropriate labels
          • Do NOT cover the patient's name on the original label
          • Verify the correct label is placed on the correct specimen type for the testing ordered
        ix. Scan all specimens following *Job Aide CP 28.1 Receiving Specimens in Beaker*

E. Wake Forest Baptist Health Specimen Manifest (Manual)

  1. Specimens for Clinical Laboratory testing, including Microbiology and specimens for Anatomic Pathology testing may be submitted on a Wake Forest Baptist Health Specimen Manifest

  2. Receiving Specimens for Clinical Laboratory Testing

    a. Verify the recorded quantity of each specimen type for each patient on the manifest matches the physical specimens received into Central Processing.
    b. Initial, date, and time the manifest
    c. Place completed manifest in your packing list folder in Central Processing
    d. Resolve any missing specimen(s)
      i. Verify if missing specimen(s) are included with the physical specimens received
      ii. Determine if missing specimen(s) are Microbiology specimens already sent to Micro
        • Document specimens sent to Micro on the manifest
      iii. Verify if the missing specimen(s) are add-ons or need to be combined with another specimen already received for that patient
      iv. If specimen is missing after investigation
        • Notify the ordering location or collection site of the missing specimen by sending an email to the lab specimen issues email list, lab_specimenissue_dl@wakehealth.edu, with the location code as the subject

e. Determine if specimens are labeled with instrument ready barcode labels

   i. If instrument ready barcode labels, scan all specimens following *Job Aide CP 28.1 Receiving Specimens in Beaker*

   ii. If NO instrument ready barcode labels, print Beaker instrument ready barcode labels and place on specimens
   - In Beaker, select "Specimen Inquiry by Patient"
   - Enter the patient's last name, first name in the "Name/MRN" field
   - Select the correct patient by verifying the patient's full name, date of birth, and/or MRN and location
   - Click "Accept"
   - Click on the appropriate specimen or requisition hyperlink
   - Reprint the Beaker instrument-ready barcodes using "Labels"
   - Label the specimens with the appropriate labels
     - Do NOT cover the patient's name on the original label
     - Verify the correct label is placed on the correct specimen type for the testing ordered

   iii. Scan all specimens following *Job Aide CP 28.1 Receiving Specimens in Beaker*

3. Microbiology non-blood specimens should be sent on a separate manifest in a separate biohazard bag from other laboratory specimens

   a. Microbiology non-blood specimens on a separate manifest in a separate biohazard bag should be delivered to Microbiology without opening the bag and removing any specimens

   b. Microbiology non-blood specimens sent on the same manifest in the same biohazard bag as other laboratory specimens should follow the steps for receiving specimens for Clinical Laboratory testing

      i. Send the specimens to Microbiology for testing, without receiving in the LIS
      ii. Document specimens were sent to Micro on the manifest

4. Surgical Pathology and Cytology specimens may be transported and tracked following the Transport Services/Tracking System for Anatomic Pathology Specimens procedure

   a. For samples transported not following the Transport Services/ Tracking System for Anatomic Pathology Specimens procedure, follow the steps for receiving specimens for Clinical Laboratory testing

      i. Anatomic Pathology specimens do not require an instrument ready barcode and receipt via scanning into the LIS
      ii. Samples will be placed into the corresponding laboratory sections specimen bin upon receipt
      iii. Refer to *CP 9 Cytology Specimen Handling and CP 10 Surgical Pathology/Histology Specimen Handling*

REFERENCES

RELATED POLICIES/PROCEDURES
CP 4 Patient ID and Identification of Blood, Body Fluids, and Tissue Samples
CP 13 Incident/Credit Reports
CP 5 Specimen Handling
CP 27 Registration and Order Entry into the LIS
CP 9 Cytology Specimen Handling
CP 10 Surgical Pathology/Histology Specimen Handling

ATTACHMENTS/LINKED DOCUMENTS (TITLE 21)
JOB Aide: Receiving Specimens in Beaker

REVISION DATES: REVIEW CHANGE SUMMARY AS REPRESENTED IN TITLE 21.