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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

This procedure provides laboratory personnel with guidelines for the documentation and handling of laboratory related incidents and situations that require crediting of laboratory test charges.

SCOPE

- i. Procedure Owner/Implementer: Central Processing Lab
- ii. Procedure Prepared by: Central Processing Management
- iii. Who Performs Procedure: Central Processing and Clinical Lab Staff

DEFINITIONS

- A. Procedure: A process or method for accomplishing a specific task or objective.
- B. 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.

POLICY GUIDELINES

A. Procedure

Note: An incident / credit report and/or an RL6 report may be used to document a safety event. When a test must be credited or results must be corrected, the Clinical Laboratory Incident / Credit Report must be completed.

1. Incident / Credit Report and RL6 Completion

- a. Incidents that result in a patient safety concern or potential patient safety concern should be documented on an incident / credit report and/or in an RL6. Any situations that result in removal or correction of results or charges in a patient's medical record must be documented on an incident/credit report.

Examples include but are not limited to:

- i. Floor Bad ID – Mislabeled specimen by non-laboratory personnel
 - ii. Lab Bad ID – Mislabeled specimen by laboratory personnel
 - iii. Wrong Test Ordered
 - iv. Duplicate
 - v. Ordered on Wrong Patient – Testing ordered on wrong patient
 - vi. Clotted
 - vii. Wrong Specimen Type
 - viii. Stability Limit Exceeded – Specimen(s) received after stability limits for testing were exceeded
 - ix. QNS – Quality Not Sufficient
 - x. Broken / Spilled in Transit
 - xi. Interfering Substance
 - xii. Lost in Transit to Reference Lab
 - xiii. Physician Cancelled Order
 - xiv. Unsatisfactory Specimen – Unacceptable specimen received for a reason other than those included on the report
 - xv. Lab Problem – Reason other than those included on the report
 - xvi. Any other reason a patient may require specimen recollection
 - xvii. Approved requests to relabel a specimen
 - xviii. Any reason the results in a patient's medical record have to be modified
 - xix. Delays in processing or testing that delay results reporting
 - xx. Improper transport of specimens via the pneumatic tube system
- b. Incident / Credit Reports can be completed electronically and printed or printed and manually completed.

Complete the following information on the incident / credit report form

- i. Date of Incident
- ii. Time of Incident
- iii. Patient Name
- iv. Patient MRN (Medical Record Number), if applicable, or Date of Birth (DOB)
- v. Patient Location
- vi. Accession Number(s)
- vii. Test(s) Ordered
- viii. Reason for Cancel or Credit
- ix. Called To - Person notified of the cancel, credit, and/or recollection
- x. Completed By – Name of person completing the report

- c. For specimens from a Wake Forest Baptist location or affiliate, enter an RL6 into the RL system

- i. Follow the instructions below for “Entering an RL6”
- ii. Record the RL # on the incident / credit report or screenshot
- iii. Record your name and the date of the RL6 entry

- d. Determine if results have been verified.

If Yes:

- i. Determine if result correction is required
 - a. If so and you are approved to perform result correction, follow the instructions below for “Result Correction” and document your name and date on the report
 - b. If so and you are NOT approved to perform result correction, place the incident / credit report in the department’s designated location for completion
- ii. Determine if a charge credit is needed
 - a. If so and you are approved to perform a charge credit, follow the instructions below for “Completing a Charge Credit” and document your name and date on the report
 - b. If so and you are NOT approved to perform a charge credit, place the incident / credit report in the department’s designated location for completion

If No:

- i. Complete the process in the LIS to send the order for redraw or to cancel the order, as applicable

Note: Tests on patients which do not have a medical record number (from X account locations, i.e. XSLMN), will need to be canceled. The redraw function is not applicable to X account samples.

Tests on patients with a medical record number may be sent for redraw.

- e. Place the completed incident / credit report form or screenshot in the designated location for your department

- f. Entering an RL6

- i. Open the web-based RL system through Beaker or by clicking the Patient Event Reporting icon on the computer desktop.
- ii. Login with your medical center username and password
- iii. From the Icon Wall, select “Lab Specimen/Test”
- iv. Enter the required fields, identified with an “*” and all other applicable fields
- v. Enter your name in the “Person Submitting Report” field

- vi.** Enter a contact phone number in the “Contact Information” field
- vii.** Click Submit
- viii.** Record the RL number on the Incident / Credit Report or screenshot, as applicable

g. Result Correction

- i.** Log in to Epic Beaker
- ii.** Open the “Result Entry and Verification” function for the specimen to correct
- iii.** Select the specimen or test(s) to correct
 - a.** Results must be final verified in order to complete a result correction
- iv.** Select “Result Correction”
- v.** Enter a reason for result correction in the “Result correction reason” field
 - a.** A comment field is available for free text in addition to a selection
- vi.** Select “Accept”
- vii.** Select the test(s) to correct by checking the box next to each test
- viii.** Select “Result Correct”
- ix.** In the upper left box, select the specimen or test to correct
- x.** In the bottom box, select “Edit”
- xi.** Correct the result for each individual component
- xii.** Enter a comment for the correction in the right “C” column by clicking the paper icon
- xiii.** Enter a comment and click “Accept”
- xiv.** Click “Save”
- xv.** Repeat steps ix – xiv for all tests requiring correction
- xvi.** Once all corrections are complete, select “Verify”
- xvii.** Review the corrected results
- xviii.** Select “Final Verify”

h. Completing a Charge Credit

- i.** Log in to Epic Beaker
- ii.** Open the “Specimen Inquiry” function for the specimen with tests to credit
- iii.** Scroll down to the “Charge Summary” section
- iv.** Click on the “X” at the right of the line across from the test to credit charges
- v.** Select a reason for credit and click “Accept”
- vi.** Enter additional comments in the “Comment” field

vii. Select "Yes"

- i. The X will change to a dollar bill icon preceded by the credit reason and comment**
- ii. If the credit needs to be reversed,**
 - i. Click on the dollar bill icon**
 - ii. Click "Yes" in the 'Trigger charges for the test?' pop-up box**

REFERENCES

None

RELATED PROCEDURES/POLICIES

Patient ID and Identification of Blood, Body Fluids, and Tissue Samples

ATTACHMENTS/LINKED DOCUMENTS

Clinical Laboratory Incident / Credit Report

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