

Beaumont

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 Area **Laboratory-Chemistry**
 Applicability **Royal Oak**

Automated Chemistry Policies For Staff - Royal Oak

Document Type: Procedure

I. PURPOSE AND OBJECTIVE:

Our Automated Chemistry Laboratory section of Clinical Pathology is staffed 24 hours a day and 7 days per week. We have Pathologists, Technical Directors, and over 85 employees in our section, which include the Manager, and technical Medical Technologist (MT) Leads, MTs, Medical Laboratory Technologists (MLT), Lab Assistants (LA) and clerical support. Currently we are responsible for the Core Lab Chemistry, Urinalysis, and Stat Lab operations. This document is a compilation of helpful information for the new employee, as well as section policy for our current staff.

II. DRESS CODE:

- A. Review [Beaumont Hospital Dress and Grooming policy](#). Your Identification (ID) [badge](#) must be visible at all times. Business casual attire is acceptable. Blue jeans, sweatshirts, hoodies, t-shirts, no socks, dangling jewelry are unacceptable in the Automated Chemistry Lab. (exception: Standards may be relaxed for staff who work in the Core Lab on the Midnight shift, who do not encounter the general public). Most staff prefers to wear scrubs and good leather walking shoes. You must provide your own scrubs.
- B. If scrubs are worn, they must be **Pewter Gray** for all Beaumont Laboratory staff. ([Human Resources Scrub Dress Policy](#))
- C. Shoes worn in the lab should protect your feet from potential spilled blood, potentially infectious fluids and spilled reagents. Shoes made of cloth, open-toed, open-heeled or that have holes on the top or sides do not offer protection against spilled liquids or sharp items that may be dropped or kicked. (Infection Prevention and Epidemiology [Standard Precautions policy](#))

- D. Remember that strong perfume or cologne may be offensive to others and is strongly advised against (Human Resources *Dress and Grooming policy*).
- E. You may choose to wear your personal lab coat when you leave the laboratory.

III. STANDARD PRECAUTIONS FOR PERSONAL PROTECTIVE EQUIPMENT (PPE):

- A. You will be expected to comply with the following minimal requirements:
 - 1. Wear gloves at all times when handling specimens.
 - 2. Never wear open-toed shoes or open heel shoes in the lab. Shoes should not be made of cloth.
 - 3. Wear a liquid resistant lab coat when working with specimens. Lab coat should be long-sleeved, with cuffs, and completely buttoned. We will provide you with lab coats to be worn while working in the Lab.
 - 4. When engaging in activities likely to create a splash/spill, you must wear or use a protective device (face shield, mask, goggles, etc.).
 - a. Strong acids or bases REQUIRE goggles.
 - b. Refer to the Safety Manual On-line if you have any questions

IV. KRONOS:

- A. Kronos is our timecard system. All employees are expected to clock "in" and "out" at the start and end of their scheduled shift. There are badge card readers located in the Outreach canopy entrance to the Research Institute Building for Core Lab, and on the 3rd floor of the hospital near our Stat Laboratory, Phlebotomy and Blood Bank.
 - 1. **To punch in:** Once at the Kronos reader, press the top left button for "Start Shift," then wave your badge near the badge reader on the right side of the time clock. You should hear a beep and see your name display on the screen along with a message saying the punch was accepted.
 - 2. **To punch out:** Once at the Kronos reader, press the bottom left button for "End Shift," wave your badge near the badge reader, then use the buttons indicated to answer the meal question indicating whether or not you received a 30 minute break and press enter to submit. You should then hear a beep and see your name display on the screen along with a message saying the punch was accepted.
 - 3. There are a few things to be aware of:
 - a. **If you forget to badge in or leave your badge at home**, this will be considered a "tardy" even though you were here on time.
 - b. It is hospital policy that you cannot badge in **more than 12 minutes before the start of your scheduled shift**. Under the Fair Labor Standards, Beaumont would otherwise be obligated to compensate you for this time.
 - c. **Tardies:** Your coworkers are depending on you! You are expected to be at your assigned workstation at the start of your scheduled shift. Please be

aware that even though your pay will not be deducted until 6 minutes past the hour, **1 minute late (by Clinical Pathology department standards) will be considered a "tardy."** A "late" is a late; we cannot adjust your timecard or schedule to avoid a tardy. Please plan accordingly for weather or traffic.

- d. **Schedule exceptions:** For any exceptions after the two-week pay period schedule has been posted on Kronos, (e.g. arrive late, leave early, sick, emergency personal day, PTO, etc.) you will need to sign the Exception Binder. You may have many questions about the timecard system, so please come see your immediate shift supervisor.

V. SCHEDULING:

- A. We try to have the monthly schedules posted at least two weeks in advance. Please inform your immediate shift supervisor or designated scheduler as soon as possible if you know of days that you need off. (Submit a Time Off/Schedule Change Request).
- B. We will make every effort to schedule whatever days off you request. If we cannot accommodate due to staff shortages, then you may be able to trade with your co-workers, on any shift within Automated Chemistry. A Manager or Lead Tech must approve all schedule changes. You are responsible for logging any changes in the Exceptions Binder, for timecard purposes. The schedules for all three shifts are posted in the Automated Chemistry Schedule binder in Core Lab Chemistry.
- C. Realize that while Stat Lab's copy of the Master Schedule may be helpful, it may not always be current. **Schedules can continually change, so check them when you come in to see where you may be working that shift.**
- D. Our Automated Chemistry section is a 24-hour operation. We schedule overlapping shift start times for Day, PM and MN shift to provide opportunity for **"handoff communications"** between shifts. You are expected to log problems and troubleshooting measures in the appropriate troubleshooting logs, but this may not convey the whole picture. You are expected to verbally update coworkers on the oncoming shift about instrument, computer, specimen, Quality Control (QC) problems, pending critical results, etc. On the best days, it's an opportunity to report all good news! In the absence of problems, make sure to report any ongoing work and the lack of issues so that the next shift is confident that they have received the necessary communication to start their shift.
- E. **Overtime Based on 40 Hour / Week Work Schedules:** Although you are paid on a 2-week pay period basis, any hours **worked** over 40/week are considered overtime. It is your responsibility to complete your work assignments and swipe out on time. Overtime must be pre-approved by the supervisor unless it's critical for patient safety (e.g. computer down, troubleshooting instrument failures, Code Red disaster, etc.).
- F. **Paid Time Off (PTO) Days:** During your probationary period, you are not entitled to receive any paid PTO hours (sick, vacation, or personal). As a permanent employee, you will accrue PTO hours for hours worked up to 80 hours per pay period. Unused PTO will carry over from year to year. (Human Resources [Paid Time off \(PTO\) policy](#)).
- G. **Manage Your Bank:** It is your responsibility to be sure you have the PTO time available when you need it and to use it so as not to reach the cap of your bank and stop accruing PTO.

- H. **Scheduled PTO:** You may pre-schedule PTO time with your supervisor to include your accrued vacation and personal time. PTO may be requested in 1-hour increments. Each shift may have a specific sign-up procedure for PTO such as Dayshift's seniority passes. Review PTO policy with your immediate shift supervisor.
- I. **Unscheduled PTO (Sick days)** for both full and part-time employees are also paid from your PTO bank but are logged as "PTO-Uns." You will be charged with **an instance of absence** for corrective action purposes, for each period of consecutive sick days away from work.
- J. **Holidays:** Full-time employees are paid for 6 legal holidays, regardless of whether they are worked. Part-time employees must work the legal holiday to receive holiday pay. You may have more questions about benefit time, and we will be glad to answer them as they arise.
- K. **Call-ins:** We realize that on occasion you may be sick or have some personal emergency and may not be able to come to work. Please try to call the Lab at least 2 hours prior to your scheduled start time, so that we can try to find a replacement for you.
 - 1. Call Urinalysis in Core Lab (248-551-8064), or the Stat Lab (248-898-0526) if you are unable to reach someone in the Core Lab.
 - 2. Identify yourself by name, section, and shift that you work. State that you will not be in.
 - 3. A more detailed explanation of call-ins is in your employee handbook. A call-in or failure to work your scheduled shift because of illness is an "absence." We do not convert your PTO-unscheduled days or hours to PTO-scheduled time to avoid an absence. Please realize that we work with a minimum number of people on each shift, and call-ins cause stress for everyone.

VI. BREAKS:

- A. Per Beaumont policy, "Employees scheduled to work six (6) or more hours are eligible for an unpaid thirty (30) minute uninterrupted meal break. After six (6) hours worked, the time-keeping system will automatically deduct thirty (30) minutes for the meal break." Such time is uncompensated and is in addition to the eight hours actually worked. If department operations require employees to work through the meal break, employees will be compensated for the half hour worked. Your immediate supervisor must approve "unpaid lunch."
Per Beaumont policy, "Employees are eligible for two fifteen (15) minute paid rest periods for each eight (8) hour shift worked." Following department policy, the meal break and rest periods are often combined. (HR [Meal Break and Rest Period Policy](#))
- B. Automated Chemistry Day shift staff take two breaks totaling 60 minutes. PM shift staff take a 60-minute combined break/dinner period. See your respective section supervisor for specifics for your shift. You may use your breaks as you wish, as long as the combined times **do not** exceed the 60-minute time limit (from the time you leave until you return to your workstation). Employees are not permitted to spend their breaks in visitor, patient or public waiting areas. If you work less than a 4-hour shift, you are not entitled to a rest break.
- C. Beaumont is a smoke-free campus. Smoking breaks are not permitted at any break time. (Human Resources [Tobacco Free Policy](#))
- D. You are expected to **communicate with your coworkers** to arrange for break times, as breaks may be workload dependent. It is your responsibility to let a co-worker (or supervisor if

necessary) know whenever you must leave your designated workstation, even for a few minutes. This is simply common courtesy toward your co-workers.

VII. ORIENTATION AND TRAINING:

- A. Training is typically scheduled full-time on the Day shift, with experienced Techs, for a minimum of three weeks. Your assigned instructor will work with you to complete training checklists for designated instruments or sections of Automated Chemistry.
- B. **Probationary Period:** There is a 3-month probationary period for all new employees. A lead tech or Manager will monitor your training progress. You will work with a senior tech until the checklists have been completed for each area. Do not hesitate to ask any questions about this process!

VIII. PERFORMANCE EVALUATIONS:

- A. You are asked to participate in your growth assessment with an annual written self-appraisal. You will receive a written, formal appraisal from your immediate supervisor each year. Your immediate supervisor will formally meet with you once a year to discuss your progress during the preceding year. We will review your records in the following areas:
 - 1. Job Responsibility/Productivity
 - 2. Training, technical competency and continuing education
 - 3. Reliability
 - 4. Compliance with safety requirements
 - 5. Teamwork and customer service skills
 - 6. Participation in staff meetings and section activities
 - 7. Special projects
 - 8. Your personal goals
 - 9. Contributions to the overall efficient operation of our Chemistry section and Beaumont Health

IX. MAIL AND DEPARTMENT COMMUNICATIONS:

- A. You will receive messages in a variety of ways. Most of them will come through *Outlook Web Apps* e-mail. You will learn about this in your training. You may also receive meeting invites via *Outlook Web Apps* calendar such as department staff meetings or other meetings with your manager. You also have an individual mail slot located in Core Lab Chemistry by the bulletin board, located in the center of the lab. You may also have a mail folder in the Stat Lab. The Stat Lab mail folder will be secondary to the Core Lab mail slot for communications unless you work only in Stat Lab.

X. COMMUNICATIONS SYSTEMS:

- A. The use of personal communication devices is limited to authorized break times and areas.
- B. Cell phones, camera phones, pagers, loud radios, and other media devices are not permitted within the Core or Stat Labs. You are expected to limit the use of these devices to your authorized break periods outside the laboratory.
- C. Telephones, e-mail, fax, copy machines, computer software, use of the Internet, wireless web and LIS are to be used for Beaumont Health business only.
- D. **Phone Skills:** We ask that you promptly answer any ringing phone in the Lab. Identify yourself with a friendly "Hello, this is ____from ____Lab. How may I help you?" Request the caller's OK to put them on hold, if necessary, and let them know when you will be back. Always thank the caller for waiting. If you must transfer the caller, perform a "warm transfer" by relaying the information to the next department you are transferring to.
- E. See [Acceptable Use Policy](#)

XI. LABORATORY ERRORS AND CORRECTED REPORTS:

- A. If you make a mistake of any kind, be sure to immediately report to your supervisor or the tech-in-charge. ([Notification of Corrected Laboratory Results](#))

XII. INTERNAL QUALITY MONITOR:

- A. We are proud of our laboratory! We strive to maintain quality and are always looking for opportunities to improve things. We handle hundreds of specimens daily and are committed to reporting accurate lab results in an efficient manner. We ask that you log any problems that you encounter related to physician complaints, specimens, or delays in service so that we may act promptly to resolve them. Many events are monitored based on data from Quality and Safety Reports (QSRs) alone, so please take a few minutes to log any problems as they come up. By recording these issues, it will help us work together with other departments to improve service for our patients. Please do not hesitate to ask a supervisor. We are here to help!

XIII. OUTSTANDING (PENDING) WORKLISTS:

- A. You will be responsible to print and complete Outstanding Worklists for all pending received specimens in your designated area at least once per shift. We recommend that you review on-screen pending lists first (when possible) to limit large printouts then print a worklist, initial, and save a hard copy at your workstation. In the Stat Lab, techs should be constantly monitoring the on-screen Outstanding Worklist in the LIS as well as resolving any specimens that show under the "Overdue" tab within the Outstanding Worklist.

XIV. PROFESSIONALISM:

- A. Our mission at Beaumont is "Improve health, instill humanity and inspire hope". Although we in the Laboratory may not have much patient contact, our phone skills, customer service and

teamwork with our nursing staff, courtesy, and respect toward our coworkers and visitors reflect on our professionalism as a Laboratory. We remind our employees that “You are this hospital. You are what people see and hear. Yours are the comments people hear when you think they can’t. If you are noisy, rude, or wonderful...so is the hospital.”

- B. We ask that you work together, communicate, complete any scheduled instrument maintenance for your workstation, be sure reagents and Quality Control (QC) materials are thawed and available for the next shift, and cover stations during your coworkers’ breaks. Remember, when your workload is lighter to **OFFER HELP** when someone else could use it, and also that you can (and should) **ASK FOR HELP** when you need it!
- C. You are encouraged to stay organized, keeping your workstation neat at all times — another tech should always be able to cover for you if an emergency arises!
- D. Workstations are assigned only to safeguard that someone is responsible to ensure QC and maintenance are completed. You are expected to float around as needed and work as a team to complete the workload in your area, Stat Lab or Core Lab, not just your assigned bench.

XV. COUNSELING AND CORRECTIVE ACTION:

- A. Counseling records stay within the Clinical Pathology Department. [Progressive Discipline](#) records remain active for 12 months, become a permanent part of your employee file in Human Resources, and may impact any opportunity to transfer to another section in Clinical Pathology or department within Beaumont.
- B. **Attendance and Punctuality:** Beaumont’s policies for attendance and punctuality are strict. Points are accumulated for instances of tardiness, unscheduled absences, and leaving your shift early. You may be **counseled** after 3 points are accumulated and may be terminated after 6 points are accumulated. Please see the Human Resources [Attendance Policy](#) for more detailed information on the accrual of points and documented interventions. See section XV of this policy for more information on counseling and corrective action.

XVI. ANNUAL HOSPITAL MANDATORY EDUCATION:

- A. Your supervisor will give you more hands-on information about this. All Beaumont employees are required to complete annual on-line classes (using Health Stream) before a corporate-specified deadline (usually mid-year). Annual Laboratory education is also required and is usually assigned a fall deadline. All new employees must complete these within the first few days of employment. Courses include such topics as patient confidentiality, corporate compliance, fire and electrical safety, emergency management plan, standard precautions for blood and body fluids, hand hygiene, etc. Courses are intended to be brief and include a quiz at completion.
- B. There are also some optional on-line courses offered such as preventing back problems, customer service skills, etc. that may interest you!

XVII. CONTINUING MEDICAL EDUCATION (CME) REQUIREMENT:

- A. Technical staff (MT/MLT/MT Lead): Full-time employees are required to complete 12 hours of CME per year; Part-time employees are required to complete 6 hours of CME per year.
- B. Non-Technical staff (Laboratory Assistants): Full-time employees are required to complete 6 hours CME per year; Part-time employees are required to complete 3 hours of CME per year.
- C. There are many options to achieve the CME requirements, and it can be fun too! Free options frequently used by Automated Chemistry staff include:
 - 1. Med Training (MTS) Training Library
 - 2. MediaLab (Reach out to the department Education Coordinator to receive access)
 - 3. American Society of Clinical Pathology (ASCP)'s Inside the Lab Podcast
- D. Generally, if an activity can be used to keep up your credential maintenance for your certification, it can be used to fulfill Beaumont Health Laboratory requirements. Beaumont Health Laboratory will also accept some other activities for CME requirements. See the [Laboratory Education - Continuing Medical Laboratory Education \(CMLE\) policy](#) for details.
- E. New employees are able to use some of their Beaumont Laboratory New-Hire Orientation in Health Stream. See the policy referenced above for details.

XVIII. MONTHLY SHIFT MEETINGS:

- A. We gather informally once a month, by shift, with immediate shift supervisor and coworkers. These are a vital source of information regarding new procedures and offer a great opportunity to discuss ideas and voice your opinion with your coworkers! If you are not present for the meeting, you are expected to promptly review the agenda when it is posted.
- B. We also have a suggestion box in both Core Lab and Stat Lab for your ideas, to be discussed at these staff meetings.
- C. We encourage your participation in shift activities and will reflect this in your performance appraisal each year.
- D. **Our Doors Are Open:** If something is bothering you or you have a "could we try this" idea, do not hesitate to stop by, call, or e-mail your supervisor at any time. There's no such thing as a "dumb idea!"

XIX. PEOPLESOFT HUMAN RESOURCES SELF SERVICE:

- A. We'll introduce this at your section orientation. It is a convenient way for you to update your professional details, update your personal information, change your address, set up direct deposit, change W2, see your compensation history, etc.

XX. JOB TRANSFER POLICY:

- A. Beaumont has a [transfer and promotion program](#) that prevents you from transferring to another section for your first 12 months at Beaumont. This provides payback to us for the time we invested in your training. Should you desire to see what positions are available within the corporation, visit the *Beaumont Intranet*, look in the “Top Links” section on the right, and find “Careers.”

XXI. NO FOOD OR BEVERAGES IN THE LAB:

- A. Food, drinks, gum, and application of cosmetics are strictly prohibited. Please refer to the [Laboratory Infection Control Policy](#).

XXII. EMPLOYEE ILLNESS AND ACCIDENTS:

- A. You must promptly report any on-the-job illness or accident to your immediate supervisor, who will complete appropriate on-line paperwork and direct you to either the Emergency Center or Employee Health Services for treatment.

XXIII. INVENTORY RECEIPT:

- A. We are a very busy laboratory and constantly receive reagents and supplies. You are expected to check incoming stock for refrigeration or freezer requirements and store appropriately. Notify the supervisor if you have any questions about how product should be tagged and stored. Techs are required to check lot numbers of product in use, complete “new lot number tags” when new shipments are put into use, and complete lot-to-lot comparisons when needed. You are expected to notify the lab assistant or supervisor responsible for ordering supplies, should you “take the last box.”

XXIV. NEW/UPDATED PROCEDURE SIGNOFFS:

- A. You will be expected to review any new or updated policies and procedures in a timely manner and sign/date to acknowledge you have understood them. **Important updates to policy and procedure are communicated in these updates** so it is important to review them as soon as time allows.

XXV. CRITICAL CALL DOCUMENTATION:

- A. You are responsible to know the policies for calling critical results in “[Automated Chemistry Reporting Critical Results-Royal Oak](#)”.

XXVI. MISCELLANEOUS INFORMATION:

- A. You will be given a shared locker for your personal belongings. For security reasons, we discourage the use of any unlocked cupboard or drawer for your personal belongs. If you require a locker in the Stat Lab, please request a locker assignment from the Stat Lab Medical Technologist Lead.

B. Telephone Numbers:

Automated Chemistry Supervisory Team	Phone/Extension
System Manager Chemistry, Automated Chemistry Supervisor	1-8031
Med Tech Lead - Chemistry Automation	1-5384
Med Tech Lead - Immunoassay Automation & Proficiency Testing	1-8061
Med Tech Lead - Stat Lab	8-8035
Med Tech Lead - PM Shift	1-0664
Med Tech Lead - MN Shift	1-3317
Call-In Sick or Emergency Contact	
Core Lab - Urinalysis	248-551-8064
Stat Lab	248-898-0526
Security/Fire/Spill	8-0911
Paging (prompted assistance)	1-5561
CPR STAT	555
Employee Health and Safety	947-522-3717
LIS/HIS Computer Help Desk	1-2448
LIS/HIT Issue Updates	1-2448
Core Lab Chemistry	
Automated Line	1-8065, 1-8068, 1-8066
Urinalysis	1-8064
Laboratory Assistant, Core Lab Inventory	1-2508
Stat Lab	
Front Specimen Processing	8-0526
Chemistry	8-8063
Blood Gases	8-3406
Hematology	8-8062

Approval Signatures

Step Description

Approver

Date

Medical Director	Ann Marie Blenc: System Med Dir, Hematopath	10/4/2022
Policy and Forms Steering Committee Approval (if needed)	Robin Carey-Ballough: Medical Technologist Lead	10/4/2022
Policy and Forms Steering Committee Approval (if needed)	Gail Juleff: Project Mgr Policy	10/3/2022
Lab Chemistry Best Practice Committee	Qian Sun: Tech Dir, Clin Chemistry, Path	10/3/2022
Lab Chemistry Best Practice Committee	Caitlin Schein: Staff Physician	10/3/2022
	Colette Kessler: Mgr, Division Laboratory	10/3/2022
	Robin Carey-Ballough: Medical Technologist Lead	10/3/2022

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