HealthPartners/GHI

Subject	Attachments
Corrections to Laboratory Reports Procedure	☐ Yes ☒ No
Key words QSE 6, DRWP, ERR, TELE8	**Number** **GHI-PC-LAB-AD-Corrections Laboratory Reports v. 03-2010**
Category Provision of Care (PC)	**Effective Date** **September 2009**
Manual Central Laboratory Policy and Quality Assurance Manual HMPG Clinic Laboratory Manual Central Laboratory MT Procedure Book	**Last Review Date** **March 2014**
Issued By Laboratory Administration	**Next Review Date** **March 2015**
Applicable Laboratory Administration, Laboratory Leads, Laboratory Staff	**Origination Date** **January 1985**
	Retired Date
Review Responsibility Laboratory Administration	**Contact** Laboratory Administration

I.

PURPOSE This procedure provides instruction for making corrections to laboratory reports that meet laboratory best practice and regulatory requirements.

II.

PROCEDURE(S)

A. Corrections to laboratory results should be made as follows:

1. Incorrect test results must have the correction comment appended to the test results. Contact Central Laboratory for assistance.
   - The MEM/MEU function in Sunquest automatically appends a correction comment to the result when the correct result is entered using M-Accession number.
2. Errors on worksheets and logs will be crossed out with a single line, dated and documented with a tech code.
   - Information to be corrected will not be obliterated by using markers or eradication liquid (e.g., white-out, liquid paper) on log sheets or worksheets.
3. Call the corrected result to the Provider/Care Team. Document the full name of the person who took the corrected result, date, time, and location. Have the person read back and confirm the corrected result was received correctly. Order a TELE8 to document in Sunquest.

4. An Interim Report by Accession (IRA) of any corrected report is printed along with other applicable information as needed, will be given to the TC or Central Lab Lead to assist in the investigation of the error. On the IRA, the following information will be documented:
   - Provider/Care Team was notified of the correct result and a TELE8 was performed as outlined in the TELE procedure.

- Brief description of what happened including pertinent information on other patients involved, and chart numbers.
- Description of steps taken to resolve results that are out of normal limits, have failed delta, and/or do not correlate with the patient situation:
    - clerical and/or analytical errors have been eliminated as a cause.
    - technician or technologist conferred with the provider or reviewed the medical history in EPIC for a possible clinical explanation.
    - Indicate the sample should be recollected.
- If applicable, a Root Cause analysis will be performed and included in the Laboratory QA committee review process.
- Identify process improvements to prevent the error from occurring.
- Date and signature of the technician or technologist completing the IRA.

5. When notified by a reference laboratory of an erroneous result, request a corrected report. The appropriate comment must be appended to test results.

ERR Procedure

Use **ERR** if a result needs to be corrected and the accurate result is not yet or cannot be available.

- Replace the original results with ERR. Do *NOT* Append ERR to the results.
- Enter ERR as soon as the error in resulting is discovered. It's very important that results are updated quickly so electronic records are also updated and correct.
- Call the Provider/Care Team and alert them of the incorrect result and when you will have the accurate result available (as necessary).
- When the testing is complete, enter the correct result to the test (third time). "Lab Error, Disregard Result" will be pulled into the correction statement. There will now be two correction statements.
- Call the Provider/Care Team with the corrected result when it is available. Have the person read back and confirm the corrected result was received correctly. Order a TELE8 to document in Sunquest.

Note: If after results are accepted, it is determined that the results are incorrect but testing can no longer be performed, then ERR will be the second and last result entered.

DRWP Procedure (Disregard, Wrong Patient)

Use **DRWP** if results were entered on the incorrect patient.

1. If any tests have been ordered AND/OR resulted on the incorrect patient (DRWP procedure) :
    a. Determine what tests have been resulted.
        - For Central Lab tests: Call Central Lab Lead. CL Lead will ***REPLACE*** results with DRWP and credit billing. For cultures, CL Micro staff will follow Micro procedures – Note #2.
        - For Clinic tests: Clinic lab staff will ***REPLACE*** results with DRWP.
          A correction statement will be applied. Do not append DRWP to results.
        - For Reference lab & Regions Lab tests: call Lab Computer Support.
        - If RE prompts ONLY have been resulted, Fax credit form to Central Lab.

    b. Contact the Provider/Care Team; inform him/her of the incorrect results and have the person read back and confirm the corrected result was received correctly. Order and complete a TELE8. Complete a Good Catch form error was due to a mislabeled specimen.
    c. Document the error and who was contacted on all reports within the lab (i.e. worksheets, instrument printouts). Follow Lab Error and TELE documentation procedure.
    d. For clinic tests, fax credit form to Central Lab. Central Lab Leads should credit billing (Credit &

Retain Results).

e. **Recollection is strongly recommended, whenever possible**. However, if the provider has indicated on the Good Catch form that he/she wants tests ordered and resulted on the correct patient, continue with step #2.

2. If provider wants tests ordered and resulted on the correct patient:
   a. Make sure provider documentation is completed on the Good Catch form.
   b. Order tests on correct patient. If unable to order because >90 days ago, call Lab Computer Support staff to help order and result.
   c. Determine what tests to result:
      - For Central Lab tests: Call Central Lab Lead. Fax Good Catch form to Central Lab Lead. Central Lab Lead will enter results, and append MSRR (Mislabeled specimen, Provider requested results reported). For cultures, CL Micro staff will follow Micro procedures on step #4.
      - For Clinic tests: Clinic lab staff will enter results, and append MSRR (Mislabeled specimen, Provider requested results reported).
      - For Reference lab & Regions Lab tests, call Lab Computer Support.

3. If test has been resulted on correct patient, but resulted incorrectly: e.g. resulted too soon and testing is still in progress – or testing can no longer be performed (ERR procedure):
   a. See the ERR-Test Resulted by Mistake Procedure.

ERR and DRWP Procedure for Microbiology

1. For Micro culture result entry (Function MCE) for DRWP or ERR procedures:
   a. At culture results, enter information in this order:
      - DRWP or ERR (if Final ERR)
      - CORRECTED ON (type in today's) "DATE/YEAR" at (type in today's) "TIME". PREVIOUSLY REPORTED AS: (type in previous reported) "RESULTS".
        Example: "CORRECTED ON 02/18/03 AT 1430. PREVIOUSLY RESULTED AS >100,000 col/ml Escherichia coli."
      - DEL

   b. Call the Provider/Care Team with the corrected result when it is available. Have the person read back and confirm the corrected results was received correctly. Order a TELE8 to document in Sunquest.
   c. Credit billing (Credit with Retain Results) for DRWP and if needed for ERR.
   d. "Final" the culture as needed.

2. For Micro culture entry of improperly labeled specimens now ordered on the correct patient (#3, above), enter:
   a. Culture results
   b. MSRR
   c. "Final" the culture as needed.

B. Notification of a correction to laboratory results should be made as follows:

- 1. For all corrected reports, call the Provider/Care Team with the corrected result. Have the person read back and confirm the corrected result was received correctly. Order a TELE8 to document in Sunquest.
  . See the TELE & TELE8 procedure for how to document the corrected report and contacting the Provider/Care Team.
    - In the event you are unable to get a hold of a Provider at another facility (Regions Hospital, Westfield, Hudson Hospital), call the laboratory at that location and give the

corrected report to a supervisor.

2. Contact the Provider/Care Team for EACH correction made to a patient result (i.e. if you enter ERR and then replace with the correct result, 2 phone calls to the Provider would be made).
    - For verbal reports, indicate the information has been read-back and received correctly.
3. For reports which have been sent to another clinic, contact the clinic and inform them that a corrected report will be sent.
4. For corrected reports received from a reference lab, verify that the corrected report is marked as a corrected report and forward to LIS for computer entry.
5. For corrected reports that potentially may have caused an adverse outcome to the patient, further documentation of the occurrence may be documented as an incident report.

C. Amendments to laboratory results with attached interpretative reports should be made as follows:

1. For laboratory results that need to have the test results modified due to additional information that is now available, a corrected report will be made and an amendment to the interpretive report will be added.
2. Contact the provider and complete the TELE8 test for documentation.
3. For reports that have been sent to another clinic, contact the clinic and inform them that an amended report will be sent.

IV. DEFINITIONS

Adverse Outcome – any occurrence which happens to a patient that is inconsistent with proper procedure, routine operations, inconsistent with intended care, or injurious or has potential to result in injury, property harm or negative consequences.

Appended Comment – a comment that is attached that suspends the previous result and is used to validate the corrected result.

Amended Comment – a copy that is used to modify or rephrase a result to indicate an improvement to the previous interpretation.

V. COMPLIANCE

Failure to comply with this policy or the procedures may result in disciplinary action, up to and including termination.

VI. ATTACHMENTS

None

VII. OTHER RESOURCES

Laboratory Error and Documentation Policy
TELE & TEL8 Test Procedure

VIII. APPROVAL

Manager, Laboratory Business & Clinic Operations
Manager, Central Laboratory

IX. ENDORSEMENT Laboratory Administration