PURPOSE:

All calls for STAT specimen pickups are to be taken by the Client Services department. These are delivered to Central Lab through in-town couriers. A STAT may be ordered by out-of-town clients, and these will be processed as STAT testing once they arrive at the laboratory.

SCOPE:

Processing Department, Patient Service Centers

RESPONSIBILITY:

All processors are responsible for reading, understanding, and competently performing this procedure.

EQUIPMENT:

Standard order entry equipment

SUPPLIES: N/A

PROCEDURE:

Entering the STAT Will-Call (Patient Service Center)

1. Request for pickups will be called to a Client Services representative and logged into their phone log.

2. The Client Services Representative will then contact the courier responsible for pickup and inform them of the will-call and process the will-call in Antrim.

3. The phlebotomist will collect and process all specimens for the patient.

4. The phlebotomist will place a bright red "STAT" sticker on the web order. This label should **NOT** cover any billing, demographic, testing information, or barcodes.

5. The phlebotomist will also place a bright red "STAT" sticker around the top of each STAT specimen, directly under the cap. The label should wrap around the tube so it sticks to itself and does not cover any patient information

6. The STAT specimens will be placed in a bright red "STAT" biohazard bag.

7. The STAT web order will be folded, barcode and STAT label facing out, and placed in the outside pocket of the bright red "STAT" biohazard bag.

8. NOTE: A "no call" STAT is one that the phlebotomist deems unnecessary to call for a courier because the courier may already be on the way. This should be used with caution, as it circumvents the tracking process for the STAT specimen.

Arrival of STAT Will-Call at Central Laboratory

1. STAT specimens are to be processed and taken to the testing department immediately.

2. Retrieve will-call pages from the processing printer.

3. After courier returns to Central Laboratory with specimen, he/she will sign specimens in with a processing technician.

4. The processing tech will verify information with the will-call printout and give the courier the printout to attach to their daily route sheet.
   a. If the information on the will-call printout differs from the specimen received, advise Supervisor/Coordinator **immediately** to get resolved.

5. Receipt of specimens will be entered into the Antrim system by the processor under the following prompts 7, 7, 2. Once in proper Antrim field, the following prompts will then be completed as such:
   a. Client (type in client number)
   b. Problem #: The unique will-call number given to processing technician by the courier who drops off the specimen.
   c. DISREGARD PROMPTS 3 AND 4.
   d. Resolution: Complete in following manner: Type "**STAT** Received in Processing"
   e. File: Y

6. Follow the procedure to scan and verify receipt of the specimen in L4 (preferred) or Antrim.

7. Add order code "x9966" if not already added.

Arrival of STAT Not Will-Call

1. STAT specimens are to be processed and taken to the testing department immediately.

2. These may arrive as "no call" (see above), as a STAT order from an out-of-town courier, or as a STAT order brought to central lab directly by the phlebotomist.

3. Follow the procedure to order all testing in L4 (preferred) or Antrim.

4. Add order code "x9966" if not already added.

Taking STAT to Testing Department

1. Announce to the department that you have a STAT specimen

2. Place the specimen in the hands of someone in the department or get affirmation that they are aware of the STAT specimen.

3. In core lab, the MPA processor will log the STAT into the MPA Log.

Arrival of non-STAT in a STAT bag

1. If an order is received that does not have a STAT label on the requisition and is not marked STAT in the STAT box, it is to be ordered as a ROUTINE

2. Process the order as a routine specimen

3. Enter a QA with the PSC and Processing as Departments

Verification of Receipt (Processing Coordinator/Supervisor)

1. Verification for receipt of specimens will performed periodically by the Processing Supervisor/Coordinator.
    a. For weekend pickups verification will be performed periodically by the Processing representative on staff.

2. Verification of specimen receipt will be noted in Antrim under the prompts 7, 7, 5.
    a. Output Device: 4463
    b. Do you wish to view (1) screen at a time? Y
    c. Print (A)ll or (O)pen or (C)losed problems: O
    d. Problem Type(s): PICKUP
    e. Client(s)? (ALL): Type "ENTER"
    f. Date: YTD for Year to Date

3. At this point, a listing of all pickups for the date specified will print to the selected printer.

4. Supervisor/Coordinator will assure that all will-calls were picked up, initial the worksheet and file with daily paperwork. In the case there is an outstanding will-call they will investigate immediately.

SAFETY PRECAUTION:

Follow guidelines within the Boyce and Bynum Pathology Laboratories safety manual.

SAMPLE TYPE AND VOLUME:N/A

QUALITY CONTROL:N/A

INTERPRETATION:N/A

REFERENCE RANGE:N/A

EQUIPMENT:N/A

REAGENTS/MEDIA/SUPPLIES:N/A

METHOD:N/A

REFERENCES:N/A

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PERFORMANCE SPECIFICATIONS:N/A

CALCULATIONS:N/A

CRITICAL VALUES:N/A

REPORTING RESULTS:N/A

RELATED DOCUMENTS:N/A

APPENDICES:N/A