 <p><b>Processing SOP Manual</b></p>	<b>Title:</b> Will Calls for Specimen Pickup Procedure	
	<b>SOP:</b> Processing Department	<b>Version: 1.0</b>
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**PURPOSE:**

All calls for specimen pickups are to be taken by the Client Services department. The Client Services representative will then contact the local couriers through the walkie-talkie and out of town couriers will be contacted through the contracted logistics companies. Receipt of specimens will be documented by the Processing department and verification of specimen receipt will be completed by the Processing Supervisor/Coordinators.

**SCOPE:**

Processing Department, Client Services, Logistics

**RESPONSIBILITY:**

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

**EQUIPMENT:**


Standard order entry equipment

**SUPPLIES: N/A**

**PROCEDURE:**

**Entering the Will-Call (Client Services Procedure)**

1. Request for pickups will be taken by the Client Services representative and logged into their phone log. The following information must be taken for pickup:
  - a. STAT or routine pickup
  - b. Testing requested for the pickup
  - c. The client requesting pickup
  - d. Contact person
  - e. The unique will-call number (which must also be given to the client)
  - f. Patient name
  - g. The courier who has been paged for the pickup or for out of town pickups the route which it will arrive on.
2. The Client Services Representative will then contact the courier responsible for pickup and inform them of the will-call.
3. The Client Services Representative will then enter this into the Antrim system under the prompts 7, 7, 2.
4. Once in the proper Antrim field, the following prompts will be given and should be filled out as such:
  - a. Client (type in client number)
  - b. Problem #: This will be the unique will-call number assigned by the Client Services

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- Representative.
- c. Problem Type: Type is PICKUP
  - d. Comments: To be completed in the following manner: Type in STAT or Routine, then name of test, list Client name, list contact person, patient name, courier paged/route specimen will arrive on, and pickup number.
  - e. Resolution: NO DATA ENTRY AT THIS PROMPT!
  - f. File: Y
  - g. Print the will-call page to the Processing computer, printer number 4413.

### Arrival of Will-Call at Central Laboratory

1. Retrieve will-call pages from the processing printer.
2. After courier returns to Central Laboratory with specimen, he/she will sign specimens in with a processing technician.
3. 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.
4. 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 "Received in Processing"
  - e. File: Y


### 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.

Written By: Tiffany R Colvin 3/2/2017

Reviewed: 3/2/2017 bt

Location: Company, Technical, Processing, Procedures, SOP Manual

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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**

**PERFORMANCE SPECIFICATIONS:N/A**

**CALCULATIONS:N/A**

**CRITICAL VALUES:N/A**

**REPORTING RESULTS:N/A**

**RELATED DOCUMENTS:N/A**

**APPENDICES:N/A**