 <b>Processing SOP Manual</b>	<b>Title: Management Daily Audits</b>	
	<b>SOP:</b> Processing Department	<b>Version: 1.1</b>
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**PURPOSE:**

The Coordinator is responsible for conducting daily paperwork audits. This process ensures we are delivering timely resolutions of issues and problems.

**SCOPE:**

Processing Department

**RESPONSIBILITY:**

The Medical or Section Director is responsible for ensuring that the procedure is in compliance with CAP and CLIA regulations. The Director must review and approve this procedure at appropriate intervals. The Medical Director may delegate some of the responsibilities to other CLIA/CAP qualified personnel.

The Processing Supervisor/Manager will have the overall responsibility for implementing this procedure. The supervisor/manager is responsible for ensuring that the procedure is followed accurately and that competency documentation is appropriate.


All processors performing this procedure are required to have appropriate training and competency approved. They are responsible for reading, understanding and competently performing this procedure without deviation.

**EQUIPMENT: N/A**

**SUPPLIES: N/A**

**PROCEDURE:**

- A. The Coordinator will review the following worklists each day. Each list is to be monitored daily, preferably as part of the morning routine on day shift. In the event that a coordinator is absent, a designee may perform these tasks.
  - a. Specimen Receipt Verification of STAT/Will-Call Audit
    - i. This will be performed at the beginning and end of each shift
    - ii. This will be performed at the end of shift on the weekends
    - iii. Anything missing will be promptly investigated.
      - 1. Enter a QA with findings as a QA/Contact if there is a delay in STAT testing
      - 2. Notify the logistics manager immediately if it seems that a will call or stat did not arrive at central. (The logistics manager will enter the QA)
    - iv. Verification of specimen receipt will be noted in Antrim under the prompts 7, 7, 5.
    - v. Output Device: 4463
    - vi. Do you wish to view (1) screen at a time? Y
    - vii. Print (A)ll or (O)pen or (C)losed problems: O
    - viii. Problem Type(s): PICKUP

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- ix. Client(s)? (ALL): Type “ENTER”
- x. Date: YTD for Year to Date

b. Network Error Log Audit

- i. The network error log is monitored for failed interface orders from reference laboratories
  - 1. Failed orders are taken to the Data Management Manager for further research
- ii. Type 2 WORKLIST PROCESSING
- iii. Type 11 NETWORK - BATCH PROCESSING
- iv. Type 12 REFERENCE LAB NETWORKING FUNCTIONS
- v. Type 5 NETWORK ERROR LOG
- vi. Output Device: 4463
- vii. Do you wish to view (1) screen at a time? N

B. The manager will monitor the unreceived pending list during the week. The weekend SPTIII will monitor this list. If the manager is absent, the coordinator on the day shift will monitor this list.

a. Specimen Unreceived Pending: Check for orders >24 hours old (1 business day)

- i. Type 1 ORDER ENTRY
- ii. Type 8 AWAITING SPECIMEN RECEIPT
- iii. Output Device: 4463
- iv. Do you wish to view (1) screen at a time? N
- v. From Company: <ALL>
- vi. To Company: <MAIN>
- vii. Investigate cause for the pending interface order
  - 1. Check for duplicate orders and unresolved exceptions (x9060)
    - a. If a duplicate, TNP testing and enter a QA for the client
    - b. Client Services will bring exceptions to Processing once resolved
  - 2. Enter a QA to Cancel/Contact Client for anything pending >24 hours that has not been received, is not a duplicate, and is not an exception
    - a. Client Services will call the client to verify that no specimen has been sent and will cancel the testing
    - b. If the client plans to send the specimen, client services will enter an inquiry note with the date that the specimen is to be sent
    - c. **If a second Cancel/Contact Client QA is entered after the date in the inquiry note, be sure to “unclick” and “re-click” the Contact Client prompt or it will not print to Client Services to call.**

- b. Alternatively, use the Jasper Report “Awaiting Receipt” in Lablink under Staff → Utilities → Reports → Jasper Reports → Awaiting Specimen Receipt

**REFERENCES: N/A**

**RELATED DOCUMENTS: N/A**

**APPENDIXES: N/A**

Written By: Tiffany Colvin 5.15.17

Reviewed:

Location: Company, Technical, Processing, Implemented Procedures