

TRAINING UPDATE

Lab Location: SGAH and WAH **Date Implemented:** 12.1.2014
Department: Blood Bank **Due Date:** 12.31.2014

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:

Blood Bank Telephone Product Orders

Description of change(s):

1. Updated form.
 - a. Added indication for transfusion (Note: Use 1 line for each product order and draw arrows for patient information)
 - b. Removed section to call when ready; changed SOP to say we will give the caller an estimated time of pickup when they call us
2. Added requirement for BB staff to place the transfuse order AND enter a valid indication for transfusion

Electronic Document Control System



Document No.: WAH.BB04[2]

Title: Blood Bank Telephone Product Orders

Owner: LESLIE.X.BARRETT LESLIE BARRETT

Status: INWORKS

Effective Date: 26-Dec-2014

Next Review Date:

Non-Technical SOP

Title	Blood Bank Telephone Product Orders	
Prepared by	Leslie Barrett	Date: 1/22/2009
Owner	Stephanie Codina	Date: 10/02/2010

Laboratory Approval

Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

Review:

Print Name	Signature	Date

Document: WAH.BB04[2] Status:INWORKS,Effective:12/26/2014, Check Version Before Use

Form revised 3/31/00

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1. PURPOSE

To outline the process for proper documentation of blood product orders that are called to the blood bank.

2. SCOPE

This procedure applies to all orders that are called to the blood bank in lieu of a written or electronic order.

3. RESPONSIBILITY

All blood bank staff must understand and adhere to this procedure for documenting product orders that are called to the blood bank.

4. DEFINITIONS

None

5. PROCEDURE

Step	Action
1	Hospital policy requires an electronic or faxed order for all blood products. Exceptions to this practice include: A. Telephone orders are accepted from the operating room (this does not include pre-op or PACU). B. Telephone orders are accepted when the patient's condition is unstable and patient care may be compromised if time is taken to enter an electronic or complete a written order.

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Step	Action
2	<p>Upon receipt of a telephone order, obtain and document the following information on the Telephone Order Log. All verbal/telephone orders will be documented on the log.</p> <ul style="list-style-type: none"> A. Date of request B. Time of request C. Patient's full name D. Patient's medical record number E. Quantity and type of product required F. Special transfusion attributes (CMV-negative, irradiated, sickle-negative), if applicable G. Indication for transfusion (must be a reason defined in SOP "Transfuse Orders) H. Ordering provider I. Caller's name J. Patient location
3	<p>Review the patient's blood bank history in the LIS to determine whether the patient has a current T&S specimen. Refer to procedure, "Patient History Check." If the patient needs a T&S collected,</p> <ul style="list-style-type: none"> A. Check the box "Needs T&S" on the Telephone Order Log. B. Instruct the caller to collect a T&S as soon as possible. C. Offer emergency release blood products if the patient's condition is unstable.
4	<p>Review the patient's blood bank history in the LIS to determine whether the patient requires an ABO retype specimen. Refer to procedure, "Patient History Check."</p> <ul style="list-style-type: none"> A. Check the box "Needs Retype" on the Telephone Order Log. B. Instruct the caller to collect an ABO retype specimen as soon as possible. Remind the caller that the ABO retype must be collected at a different time than the T&S if both specimens are needed. C. Offer universal donor blood products if the patient's condition is unstable.
5	<p>Read back the order to the caller to ensure accuracy. Document your initials on the Telephone Order Log to indicate you confirmed the accuracy of the order.</p>
6	<p>Give the caller an estimated time when the products will be ready for pickup.</p>
7	<p>Place the appropriate transfuse order(s) in Sunquest per procedure, "Transfuse Orders." The indication for transfusion must be entered.</p>
8	<p>Process the order per departmental procedure.</p>
9	<p>Completed "Telephone Order Log" forms are stored for 5 years.</p>

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- 6. RELATED DOCUMENTS**
 SOP: Patient History Check
 SOP: Transfuse Orders
 Form: Telephone Order Log (AG.F68)

- 7. REFERENCES**
 N/A

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP SGAH B603.00		
000	10/2/2010	Update owner Section 5: Add faxed order and exceptions, call and document notification when product available Section 6: Update form	S Codina	N Cacciabeve
001	11.24.14	Revised SOP title. Section 5: Updated to reflect edited form. Added requirement to enter transfuse order with indication for transfusion. Removed requirement to call floor when the blood product is ready. Section 6: Update form Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13	S Codina	N Cacciabeve

- 9. ADDENDA AND APPENDICES**
 N/A