

TRAINING UPDATE

Lab Location: SGMC & WAH
Department: Field Ops

Date Distributed: 10/28/2015
Due Date: 11/11/2015
Implementation: **11/11/2015**

DESCRIPTION OF PROCEDURE

Name of procedure:
Processing Outreach Lab Specimens SGAH.CS922, WAH.S914 v0
Description:
<p>This is a NEW SOP that covers the process previously described in a Lab Alert for Life Work Strategies and Health & Wellness.</p> <p>The SOP covers specimens received from those organizations, as well as Adventist Home Health and Mercy Health Clinic.</p> <p>This SOP will be implemented on November 11, 2015</p>

Document your compliance with this training update by taking the quiz in the MTS system.

Approved draft for training (version 0)

Non-Technical SOP

Title	Processing Outreach Lab Specimens	
Prepared by	Samson M. Khandagale	Date: 08.27.2015
Owner	Samson M. Khandagale	Date: 08.27.2015

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

TABLE OF CONTENTS

1. PURPOSE..... 2
2. SCOPE 2
3. RESPONSIBILITY..... 2
4. DEFINITIONS..... 2
5. PROCEDURE..... 3
6. RELATED DOCUMENTS 4
7. REFERENCES 5
8. REVISION HISTORY..... 5
9. ADDENDA AND APPENDICES 5

1. PURPOSE

This procedure describes the steps to process and order blood tests on specimens submitted by Adventist Healthcare Entities and other outreach clients.

2. SCOPE

This procedure applies to all Field Operations Staff.

3. RESPONSIBILITY

Field Operations staff must have knowledge of this procedure.
Field Operations manager/supervisor has the responsibility for the content and review of this procedure.

4. DEFINITIONS

CHEW: Center for Health Equity and Welcome
MHC: Mercy Health Clinic
LWS: Life Work Strategies
AHH: Adventist Home Health
HIS: Hospital Information System
LIS: Lab Information System
OE: Order Entry

5. PROCEDURE

A. Receipt and Registration

1. Specimens are brought to the laboratory for testing.
 - a. If specimens are delivered by Adventist Health Care provider, then Lab staff will
 - verify all patient samples are present by comparing manifest to the specimens
 - sign the manifest to acknowledge receipt with tech code, date and time
 - retain a copy of this manifest in the folder “Daily Requisitions”
 - b. If specimens are delivered by a courier service, then Lab staff will sign off on the courier log to acknowledge receipt of the specimens with tech code, date and time.
2. Lab staff open one bag at a time and match each requisition to the lab specimens in the bag. Two-part positive patient identification includes: Full name of the patient and date of birth MUST match the information on the requisition and each specimen label.

Specimens are required to be labeled with the following information:

 - a. Full Name of the patient
 - b. Date of birth
 - c. Date when specimen was collected
 - d. Time of draw
 - e. Initials of the collector

Specimens that are incompletely labeled OR inappropriate for the test(s) ordered MUST be rejected. Call healthcare provider to submit an appropriate specimen.

3. All orders must be cleared marked/checked off on the requisition by the healthcare provider. If tests are not marked, do NOT process. Call healthcare provider to submit a completed requisition.
4. Arrange requisitions and specimens in alphabetical order based on patient last name.
5. SGMC:
 - Count the requisitions and record on the manifest or a piece of paper
 - Carry the requisitions to the Registration Department and give to the Registrar
 - Inform Registrar of the number of requisitions and which Outreach Department submitted them.

WAH:

- Fax requisitions to the Registration Department.

- Call to confirm receipt of fax and number of requisitions
 - Request an estimated time frame for when registration will be completed
6. Registration Department will
 - Register all patients
 - Place the appropriate HIS patient labels on the requisition(s)
 - Hand-deliver requisitions back to the lab staff member or fax requisitions with Medical Record and Account (FIN) numbers hand-written on them.
 7. Count the number of requisitions received and verify it matches the number that were submitted. If count does NOT match, contact Registrar and obtain missing requisitions.

B. Transcribing Orders and Labeling

1. Alphabetize requisitions and begin to transcribe orders in LIS.
2. Order tests in LIS according to steps outlined in Order Entry SOP.
3. Record tech code on the back of the requisition to indicate you have verified and entered orders in LIS.
4. Accept order in a LIS to allow labels to be printed.
 - Match all labels for that patient with requisition, HIS label and specimen labels.
 - Place the LIS bar code label on the tube as described in the Specimen Receipt and Processing
 - Place LIS 'foot' label at the bottom of the requisition. Do NOT place label on top of any printed or written information or over patient demographic area.
5. Second staff member will make a quick audit/ check to verify that the correct tests were ordered on the correct patients and will initial the requisition as second check before submitting specimens to the testing areas. Refer to the Client Service procedure Validation of Outpatient Orders.
6. Requisition will be placed in the "Daily Requisitions" folder and specimens delivered to the testing benches.

Reporting: Is handled by HIS and LIS Departments

6. RELATED DOCUMENTS

Specimen Acceptability Requirements, Laboratory policy
Specimen Receipt and Processing, Specimen Processing procedure
Order Entry, LIS procedure
Validation of Outpatient Orders, Client Service procedure

7. REFERENCE
N/A

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By

9. ADDENDA AND APPENDICES
None