

## TRAINING UPDATE

**Lab Location:** SGAH and WAH  
**Department:** Field Operations

**Date Implemented:** 7/1/2016  
**Due Date:** 7/15/2016

### DESCRIPTION OF PROCEDURE REVISION

<b>Name of procedure:</b>
Unobtainable Specimens
<b>Description of change(s):</b>
<ul style="list-style-type: none"><li>• Added requirement to document the nurse's name in the LIS if he/she gives permission to collect a sample from the foot. Instructions are included in the SOP.</li> <li>• Added restrictions for rescheduling draws when the first phlebotomist cannot obtain the sample:<ul style="list-style-type: none"><li>○ STAT, ASAP, and Timed orders: Send a second phlebotomist immediately</li> <li>○ Routine orders: Reschedule for the next hour</li> <li>○ For particular tests (LACT, TROPI1, CIEP4, and PTT1) send someone right away—do not wait an hour even if it is a routine test.</li></ul></li></ul>

**Electronic Document Control System**



**Document No.:** SGAH.P17[1]

**Title:** Unobtainable Specimens

**Owner:** LESLIE BARRETT

**Status:** INWORKS

**Effective Date:** 29-Jul-2016

**Next Review Date:**

Non-Technical SOP

<b>Title</b>	<b>Unobtainable Specimens</b>	
<b>Prepared by</b>	Leslie Barrett	Date: 6/5/2009
<b>Owner</b>	Samson Khandagale	Date: 6/5/2009

**Laboratory Approval**

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

**Review:**

Print Name	Signature	Date

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**1. PURPOSE**

This procedure outlines the process that is followed when a phlebotomist cannot obtain a specimen.

**2. SCOPE**

All phlebotomy staff must understand and adhere to this procedure when they are unable to collect a patient specimen.

**3. RESPONSIBILITY**

All phlebotomists must comply with this procedure.  
 The Field Operations Manager/Supervisor is responsible for the content and periodic review of the procedure.

**4. DEFINITIONS**


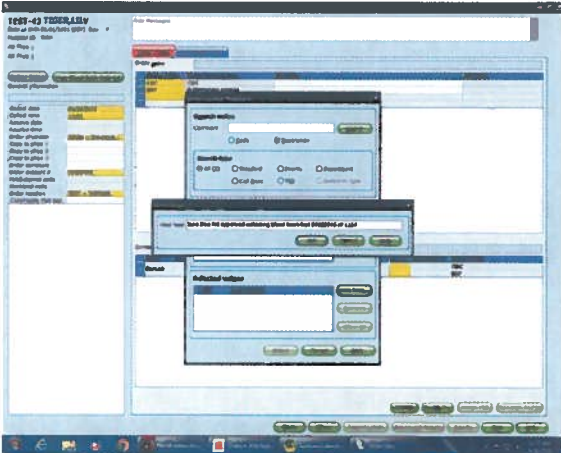
None

**5. PROCEDURE**

Step	Action
1	If a phlebotomist is not successful in collecting a blood sample after one venipuncture stick, he/she may attempt to collect the sample one additional time using the same arm, other arm, or hand.

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Step	Action
1 Cont	<p>For adults only, the foot may be used with approval from the nurse. The phlebotomist must document the name of the nurse who provided approval if the foot is used. This is documented in two places:</p> <ul style="list-style-type: none"> <li>A. On the “Phlebotomy Workload and Butterfly Log”</li> <li>B. In the “Modifier” section of the order.                             <ul style="list-style-type: none"> <li>a. Access Sunquest function, “Order Entry.”</li> <li>b. In the “Lookup by” field, select “Accession Number” from the dropdown menu.</li> <li>c. In the “Value” field, enter the accession number that corresponds to the test and click the “Search” button.</li> <li>d. Verify that the correct patient information displays, then click the “Select” button.</li> <li>e. Click in the “modifier” box next to the test order code. A magnifying glass picture will appear.                                      </li> <li>f. Click on the picture to open the “Select Order Modifiers” box.</li> <li>g. Click the “Free Text” button.</li> <li>h. Enter a comment to indicate the name of the nurse and time they approved blood collection from the foot.</li> </ul> </li> </ul>  <ul style="list-style-type: none"> <li>h. Click the “OK” button.</li> <li>i. Click the “Select” button.</li> <li>j. Click the “Save” button.</li> </ul> <p><b>Note:</b> Comments entered in the modifier field can only be seen in SmarTerm. They do not show in Sunquest GUI.</p>

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Step	Action
2	If the phlebotomist is not successful after the second venipuncture stick, he/she will do the following: <ul style="list-style-type: none"> <li>A. Notify the nurse that another phlebotomist will return to collect the specimen.</li> <li>B. Notify the supervisor, group lead, or field ops representative in charge to assign another phlebotomist.</li> <li>C. Reschedule the collection time for the next hour in the laboratory computer system <b>for routine collections only</b>. Refer to procedure, "Rescheduling Draws."                             <ul style="list-style-type: none"> <li>a. Timed, ASAP, and STAT specimens will not be rescheduled. A second phlebotomist will be dispatched as soon as possible to collect the sample.</li> <li>b. The following tests will not be rescheduled (even if they are ordered as routine draws). A second phlebotomist will be dispatched as soon as possible to collect the sample.                                     <ul style="list-style-type: none"> <li>i. Lactate (LACT)</li> <li>ii. Troponin (TROPI1 or CIEP4)</li> <li>iii. aPTT (PTT1)</li> </ul> </li> </ul> </li> </ul>
3	If the second phlebotomist is unable to obtain the specimen, he/she will <ul style="list-style-type: none"> <li>A. Notify the nurse and request that the house officer be contacted to obtain the required specimen.</li> <li>B. Give the patient labels and appropriate collection tubes to the nurse.</li> <li>C. Reschedule the collection per instructions in step 2C above.</li> </ul>

**6. RELATED DOCUMENTS**

SOP: Rescheduling Draws  
 Form: Phlebotomy Workload and Butterfly Log (AG.F202)

**7. REFERENCES**

N/A

**8. REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP P016.001		
000	6.24.2016	Header: added other site Section 3: changed review frequency Section 5: updated format and some wording for clarity. Added documentation requirements. Added restrictions for rescheduling tests. Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13	S. Khandagale S. Codina	S. Khandagale

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**9. ADDENDA AND APPENDICES**  
None

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