

## TRAINING UPDATE

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

**Date Implemented:** 7/15/2016  
**Due Date:** 7/31/2016

### DESCRIPTION OF PROCEDURE REVISION

**Name of procedure:**

Cancelling Blood Draws

**Description of change(s):**

1. If a patient refuses a blood draw, the laboratory will **CANCEL** the draw. We will not reschedule. A new order is required if the RN or MD speaks to the patient and the patient later consents.
2. Samples should be cancelled in Sunquest GUI. The first initial and last name of the person notified **MUST** be entered into the LIS at the time of cancel.
3. When cancelling:
  - a. Use the mnemonic that corresponds to the cancel reason from the list.
  - b. **DO NOT** type a semi-colon “;” before the mnemonic.
  - c. **AFTER** the mnemonic, type a dash and a semi-colon “-;” followed by a freetext comment  
For example: DUPL-;Notified J Doe RN
4. Reasons why a sample would be cancelled include the following (this is not all of the reasons):
  - a. Patient refused
  - b. Patient was discharged
  - c. Patient expired

## Electronic Document Control System



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**Title:** Cancelling Blood Draws

**Owner:** LESLIE BARRETT

**Status:** INWORKS

**Effective Date:** 30-Jul-2016

**Next Review Date:**

Non-Technical SOP

<b>Title</b>	<b>Cancelling Blood Draws</b>	
<b>Prepared by</b>	Stephanie Codina	Date: 6.28.2016
<b>Owner</b>	Stephanie Codina, Samson Khandagale	Date: 6.28.2016

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

<b>Review:</b>		
<b>Print Name</b>	<b>Signature</b>	<b>Date</b>

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1. **PURPOSE**  
To define the process for cancelling blood draws in the laboratory computer system if they are unable to be collected as requested.
2. **SCOPE**  
All phlebotomy staff must understand and adhere to this procedure for cancelling blood draws.
3. **RESPONSIBILITY**  
All phlebotomy staff must understand and adhere to this procedure for cancelling blood draws.
4. **DEFINITIONS**  
N/A
5. **PROCEDURE**

Step	Action
1	Specimens may be <b>cancelled</b> for the following reasons: A. The patient refused blood collection. B. The specimen was cancelled by the provider, nurse, or pathologist. C. The patient has been discharged. D. The patient has expired.
2	Notify the patient's nurse whenever cancelling or rescheduling a collection. Document the nurse's first initial and full last name in the laboratory computer system.
3	Never cancel a specimen that has been resulted. Notify technical staff if indicated.

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Step	Action
4	<p>Access Sunquest function "Order Receipt Modify."</p> <p>A. From the Sunquest main menu, select "General Lab."</p> <p>B. Click on "Orders."</p> <p>C. Select "Credit" from the dropdown menu.</p> 
5	<p>A credit screen will appear. Type the specimen accession number in the yellow box then click on the "inquiry" button.</p>
6	<p>The tests associated with the accession number you entered will appear in the "Available order codes" box. Highlight the test to be cancelled and click the "select" button. This will move the selected test to the right-hand side of the screen.</p>
7	<p>In the "credit mode" box, click the radial button to highlight "Retain results."</p>
8	<p>In the "Cancel reason" box, enter the reason for cancellation and who was notified.</p> <p>A. Enter the English text code that corresponds to the reason the test is being cancelled. Refer to the Sunquest Cancellation/Reschedule Reasons for a list of English text codes, AG.F164</p> <p>B. Enter a hyphen and semi-colon "-;" after the English text code.</p> <p>C. Enter a comment, "Notified NAME."</p> <p>D. Press the "tab" key.</p> <p>E. Example: DUPL-;Notified J.Doe, RN</p>  
9	<p>Click the "OK" button.</p>
10	<p>If the warning box, "The following orders have been resulted: Crediting the orders will remove the results. Do you wish to continue?" will appear. Click "No." Refer to the sample to technical staff.</p>

**6. RELATED DOCUMENTS**  
 Sunquest Cancellation/Reschedule Reasons (AG.F164)

**7. REFERENCES**

None

**8. REVISION HISTORY**

<b>Version</b>	<b>Date</b>	<b>Reason for Revision</b>	<b>Revised By</b>	<b>Approved By</b>

**9. ADDENDA AND APPENDICES**

None

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