

TRAINING UPDATE

Lab Location: SGMC and WAH
Department: Blood Bank

Date Implemented: 7.29.2016
Due Date: 8.15.2016

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:

Cancelling Orders

Description of change(s):

Beginning Monday, August 15, whenever blood bank staff members cancel a specimen due to specimen integrity or labeling issues, we will reorder the testing on a new accession.

Electronic Document Control System



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Title: Cancelling Orders

Owner: LESLIE BARRETT

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Non-Technical SOP

Title	Cancelling Orders	
Prepared by	Stephanie Codina	Date: 2/16/2011
Owner	Stephanie Codina	Date: 2/16/2011

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

Form revised 3/31/00

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1. PURPOSE

To describe the steps taken to cancel an LIS order that is generated in error.

2. SCOPE

This procedure applies to any test or battery that was ordered in the LIS and needs to be cancelled.

3. RESPONSIBILITY

All blood bank staff members must understand and adhere to this procedure for cancelling test orders in the LIS system.

4. DEFINITIONS


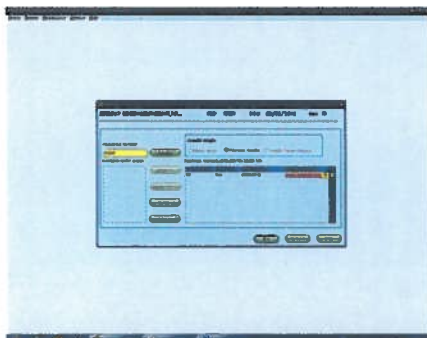
N/A

5. PROCEDURE

Cancelling an Entire Order (all tests associated with an accession number)

Step	Action
1	<p>Do NOT use this function if the testing has been resulted.</p> <p>A. If a test has been resulted, you must include a comment stating why the test is being cancelled, what the previously reported results were, and who you notified. The corresponding test credits must be ordered to remove the billing.</p> <p>B. The blood bank armband number, specimen expiration date, and number of units ordered are not considered test results.</p> <p>NEVER cancel a test that has been resulted.</p>

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Step	Action
2	Access Sunquest function, "General Laboratory."
3	Select the "Orders" box and select "Credit" from the dropdown menu. 
4	A credit screen will appear. Type the specimen accession number in the yellow box then click on the "inquiry" button.
5	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.
6	In the "credit mode" box, click the radial button to highlight "Remove results."
7	In the "Cancel reason" box, enter the reason for cancellation and who was notified. <ul style="list-style-type: none"> A. Enter the mnemonic for the reason code that corresponds to why you are cancelling the test. Refer to appendix A for a list of common cancellation reason codes. B. Enter a hyphen and semi-colon "-;" after the mnemonic. C. Enter a comment, "Notified NAME." D. Press the "tab" key. E. Example: DUPL-;Notified J.Doe, RN 

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Step	Action
8	Click the "OK" button.
9	The warning box, "The following orders have been resulted: Crediting the orders will remove the results. Do you wish to continue?" will appear. Click "Yes."
10	The warning box, "All units allocation records will also be deleted." Click "OK."
11	Reorder the testing if the order was cancelled due to a specimen problem.

To Credit a Single Test That Has Been Added To a Battery In Error

Step	Action
1	If a single test has been ordered using the "Add Spec Test" function and has not been saved , you can delete the test by pressing the "Shift" and "Delete" keys simultaneously.
2	If a single test has been ordered using the "Add Spec Test" function and has been saved, the test cannot be deleted. The corresponding credit test must be ordered. If no credit test exists, you must type ";HIDE" in the field and notify a supervisor or member of the LIS team to manually credit the charge.

- 6. **RELATED DOCUMENTS**
 SOP: Order Entry, Entering Orders in the GUI System
- 7. **REFERENCES**
 N/A
- 8. **REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes WAH-SGAH B719.01		
000	5.28.14	Section 5: Updated information to reflect the Sunquest v6.4 upgrade. Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13.	SCodina	NCacciabeve
1	7.27.2016	Header: Added WAH Section 5: Added requirement to reorder samples cancelled due to a specimen problem	SCodina	NCacciabeve

- 9. **ADDENDA AND APPENDICES**
 Appendix A: Test Cancellation Reason Codes

**Appendix A
 Test Cancellation Reason Codes**

Mnemonic	Translation
BAD	Clin lab notified by nursing unit that patient id on specimen was incorrect
BROK	Broken/spilled in transit
CANC	Cancelled by MD/RN
CANL	Cancelled by lab
CANCL	Cancelled by lab, specimen was not received
CANP	Cancelled by pathologist
CR	Request credited
DUPL	Duplicate request
ELAB	Wrong test ordered by lab
ERR	Wrong test ordered
IMSP	Wrong tube/specimen type
NSR	No sample received
PDIS	Patient discharged
PEXP	Patient expired
QNS	Quantity not sufficient to perform test
UNAC	Specimen unacceptable/recollect requested
WPT	Wrong patient, please disregard results

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