

**TRAINING UPDATE**

|                      |                                |                          |            |
|----------------------|--------------------------------|--------------------------|------------|
| <b>Lab Location:</b> | SGMC and WAH                   | <b>Date Implemented:</b> | 12.11.2017 |
| <b>Department:</b>   | Processing/<br>Client Services | <b>Due Date:</b>         | 12.31.2017 |

**DESCRIPTION OF PROCEDURE REVISION**

**Name of procedure:**

Processing Outreach Lab Specimens

**Description of change(s):**

1. Updated wording and format for clarity. No real changes to the process.
2. Added a statement that Mercy Health can only order tests printed on the laboratory requisition. Handwritten tests require advanced approval.

**Electronic Document Control System**



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**Title:** Processing Outreach Lab Specimens

**Owner:** LESLIE BARRETT

**Status:** INWORKS

**Effective Date:** 10-Jan-2018

**Next Review Date:**

Non-Technical SOP

|                    |  |                         |
|--------------------|--|-------------------------|
| <b>Title</b>       | <b>Processing Outreach Lab Specimens</b> |                         |
| <b>Prepared by</b> | Samson M. Khandagale                     | <b>Date:</b> 08.27.2015 |
| <b>Owner</b>       | Stephanie Codina                         | <b>Date:</b> 12.6.2017  |

**Laboratory Approval**

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

**Review:**

| Print Name | Signature | Date |
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**1. PURPOSE**  
 This procedure describes the steps for processing and ordering laboratory tests submitted by outreach clients.

**2. SCOPE**  
 This procedure applies to any specimen that is ordered, collected, and submitted to the laboratory from an outreach client.

**3. RESPONSIBILITY**  
 All client services staff members must understand and adhere to this procedure for processing outreach specimens.

**4. DEFINITIONS**  
Outreach clients: Any client who collects specimens at a location outside the hospital and delivers them to the hospital for testing. Clients must establish an account with the hospital to be designated as an outreach client. This includes clients such as Mercy Health Clinic, Lifework Strategies, Adventist Home Health, and Center for Equity and Wellness.

**5. PROCEDURE**

| Step | Action   |
|------|--|
| 1    | Specimens will be delivered to the laboratory by the outreach client or courier. Laboratory staff will sign the courier log to acknowledge receipt of specimens when requested.  |
| 2    | Specimens will be packaged as follows:<br>A. Specimens for a single patient will be placed in a biohazard bag.<br>B. A copy of the lab requisition or order form will be placed in the biohazard bag with the specimens. |

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| Step | Action   |
|------|--|
| 3    | Write a sequential number on each biohazard bag. Remove the requisition/order from the bag and write the number from the bag on the requisition. This number will be used to match the requisitions and specimens following patient registration.  |
| 4    | Deliver or fax the requisitions to the registration department. Registration staff will register each patient and apply a hospital label to the requisition. The completed forms will be returned to the laboratory.   |
| 5    | Match the requisitions with the specimen bags by using the numbers added in step 3 above.  |
| 6    | <p>Process specimens from <b>ONE</b> bag at a time per procedure.</p> <ul style="list-style-type: none"> <li>A. Specimens that do not meet requirements should be ordered and canceled in the laboratory computer system.</li> <li>B. Ensure that the patient name and date of birth on the requisition/specimen(s) matches the patient name and date of birth on the hospital label. Record your tech code on the back of the requisition confirming you completed this step. Resolve discrepancies before proceeding.</li> <li>C. Order testing in the laboratory computer system per procedure.</li> <li>D. Ensure the specimen(s) submitted meets requirements for the test. Notify the outreach client and cancel any test for which the specimen does not meet requirements.               <ul style="list-style-type: none"> <li>a. Cancel tests and notify the outreach client as needed.</li> <li>b. Date of birth may be substituted for medical record number on the specimen. However, the other labeling elements must be present (patient name, date of birth or MRN, date/time of collection, and collector's initials). Reject specimens that do not meet requirements.</li> </ul> </li> <li>E. Label specimens per procedure.</li> <li>F. Submit specimens to the laboratory for testing.</li> </ul> <p><b>Note: Mercy Health must order tests listed on the requisition. Pre-approval must be obtained from the laboratory medical director, administrative director, or manager to order a test that is not printed on the requisition even when the test is available in the laboratory computer system.</b></p> |
| 7    | Audit and file the requisitions with the outpatient requisitions for the day.  |

**6. RELATED DOCUMENTS**

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

**7. REFERENCE**  
N/A

**8. REVISION HISTORY**

| <b>Version</b> | <b>Date</b> | <b>Reason for Revision</b>   | <b>Revised By</b> | <b>Approved By</b> |
|----------------|-------------|--|-------------------|--------------------|
| 1              | 12/6/17     | Updated owner<br>Section 4: Added definition<br>Section 5: Removed redundant information listed in other procedures. Updated format and wording for clarity. | SCodina           | NCacciabeve        |
|                |             |  |                   |                    |
|                |             |  |                   |                    |
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**9. ADDENDA AND APPENDICES**  
None

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