TRAINING UPDATE

Lab Location: SGMC and WAH   **Date Implemented:** 5.29.2018
Department: Processing   **Due Date:** 6.12.2018

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Overdue Log for Sendout Specimens

Description of change(s):
- This used to be included in SOP "Specimen Processing Sendouts." It was moved to a separate procedure.   - No content changes were made

Quest
Diagnostics™

Document No.:	SGAH.S996[0]
Title:	Overdue Logs for Sendout Specimens
Owner:	LESLIE BARRETT
Status	INWORKS
Doc Effective Date:	24-Jun-2018

Next Review Date:

Non-Technical SOP

Title	Overdue Logs for Sendout Specimens	
Prepared by	Stephanie Codina	Date: 5/24/2018
Owner	Stephanie Codina	Date: 5/24/2018

Laboratory Approval

Print Name and Title	Signature	Date
Refer to the electronic signature page for approval and approval dates.		

Local Issue Date: Local Effective Date:

Review:

Print Name	Signature	Date

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1.   **PURPOSE**
To define the process for resolving unresulted tests that have been sent to a reference laboratory for processing.

2.   **SCOPE**
This procedure applies to any send out test that has not been resulted within a defined period of time.

3.   **RESPONSIBILITY**
All specimen processing staff members must understand and adhere to this procedure for resolving send out tests with overdue results.

4.   **DEFINITIONS**
None

5.   **PROCEDURE**

Step	Action
1	Each test has an expected turn-around-time (TAT) defined in Sunquest. Tests will qualify for the overdue log when the expected TAT has been exceeded.
2	Specimen processing staff members will print the overdue log daily and follow up on any outstanding specimens. Group leads or a supervisor will resolve issues related to Care360.
3	Completed overdue logs are filed in the designated binder/folder for 30 days.

Print the Overdue Log

Step	Action
1	Access Sunquest SmarTerm.
2	At the "Function" prompt, type "OL" and press enter to access overdue log.
3	At the "Printer" prompt, type the number of the printer to which you want the report to print and press enter.
4	At the "Cut-Off Date" prompt, press "T-365" and press enter to ensure all overdue tests are included in the report.
5	At the "Cut-Off Time" prompt, type "0000" and press enter to begin the report at midnight.
6	At the "Hospital ID(s)" prompt, type the appropriate hospital ID and press enter. A. Type "SGAH" for Shady Grove Medical Center. B. Type "WAH" for Washington Adventist Hospital. C. Type "ARH" for Adventist Rehabilitation Hospital.
7	At the "Worksheet(s)" prompt, press the enter key to default "all worksheets."
8	At the "Exception(s)" prompt, press enter to default "NA."
9	At the "Accept/Modify/Reject" prompt, type "A" for accept and press enter.
10	The report will print to the designated printer.

Resolve Issues

Step	Action
1	Review the report. A. For reports that contain REFOE in the title of the worksheet, the pending test will appear in parenthesis. B. For non-interfaced tests and microbiology reports, all tests that appear are overdue and require investigation.
2	If needed, use MIQ to determine what test the code represents.

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Step	Action
3	Investigate each pending test to determine the disposition.

(continuation of Step 3)

A. Provide test results to technical staff to result when results are available but have not been reported.

B. Cancel tests that have been cancelled by the reference lab but remain pending per procedure.

C. Verify the order was transmitted to the reference laboratory. On the overdue log, you will see the following message below the accession number, "Sent to Reference Lab: XXX on: MM/DD/YY Batch No: xx." The order was NOT submitted if this line is not present on the report.

    a. Resubmit testing if we have specimen available and it is within the test stability requirements.

    b. Cancel the test per procedure if no specimen is available per procedure.

D. Check Care360 for results (this may require help from the Group Lead or Supervisor).

    a. If results are available:

        i. Print 3 copies of results.

        ii. Provide results to technical staff to result as "SHCR" for "see hard copy for results."

        iii. File the results.

            1. File one copy in the designated folder in the outpatient laboratory.

            2. Send one copy to HIM to be uploaded into the patient's electronic medical record.

            3. Send one copy to the patient location:

                a. Nursing unit for current inpatients.

                b. Physician's office for outpatients.

E. Check Chantilly's delayed test report to see if testing has been delayed.

F. Contact the reference laboratory for results.

G. For microbiology tests only:

    a. Verify that the specimen is received in Sunquest. Receive or cancel the specimen per procedure if applicable.

    b. If the pending test is "SDES," result the source of the specimen.

    c. Check for orders on the "Pending" folder in the FES offsite icon. If orders are found,

        i. Check Sunquest for the status of the test order.

        ii. If the test order has been cancelled, e-mail "DGX Chantilly-ITS Operations" and state, "We have the following accessions pending for the OSA) off site accessioning) that we need removed. Our account number is 23494 (WAH), 23595 (SGAH), or 23495 (ARH)." Include the Quest accession number, patient name, Sunquest accession number, and Accession date in the e-mail.

        iii. Chantilly ITS will clear the test from the pending tab.

Step	Action
4	Document the resolution of each test on the OL log. Include the name of the person contacted, date, and time if notifications were made.

6.   RELATED DOCUMENTS
SOP: Canceling Tests or Orders

7.   REFERENCES
N/A

8.   REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By

9.   ADDENDA AND APPENDICES
None

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