

TRAINING UPDATE

Lab Location: SGMC and WAH
Department: Outpatient Lab

Date Implemented: 7.16.2018
Due Date: 7.31.2018

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:

Outpatient Processing

Description of change(s):

Procedure format and wording were edited for clarity.

Electronic Document Control System



Document No.: SGAH.CS07[3]

Title: Outpatient Processing

Owner: LESLIE BARRETT

Status: INWORKS

Doc Effective Date: 12-Aug-2018

Next Review Date:

Non-Technical SOP

Title	Outpatient Processing	
Prepared by	Leslie Barrett	Date: 8/10/2009
Owner	Stephanie Codina	Date: 7/12/2018

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

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Form revised 3/31/00

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1. PURPOSE

This procedure is intended to assure that outpatients are provided quality service in a professional and timely manner.

2. SCOPE

This procedure applies to all outpatients and outpatient specimens.

3. RESPONSIBILITY

Client Service staff and phlebotomists are responsible for ensuring the outpatient is processed in a timely manner. Other laboratory staff may be involved when a patient arrives after the regular business hours.

4. DEFINITIONS

NA

5. PROCEDURE

Step	Action
1	All patients must be registered by the Admitting department and have a hospital wristband placed prior to performing any laboratory testing.
2	The patient will present to the laboratory with a copy of the registration facesheet and a written provider order. <u>Recurring orders:</u> A. Physicians can set up recurring or standing orders by documenting the start date, end date, and frequency of draw on the order. B. Recurring orders will be maintained in the outpatient laboratory with a copy of the facesheet while active. C. Orders will remain active for 6 months. D. Patients must be referred to registration to obtain a hospital wristband prior to each draw.

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Step	Action
3	<p>Patients will sign in at the front desk upon arrival. At that time, they will be given a pager to call them when it is time for blood collection.</p> <ul style="list-style-type: none"> A. The waiting period should not exceed 10 minutes for a phlebotomy procedure. If more than two patients present at the desk and labels are ready for drawing the patients, request assistance immediately. B. Keep the patient informed if delays will occur due to test clarification or workload. Inform the patient of the estimated length of delay and the reason. Update the patient frequently. C. Use the phone interpreter service if the patient has difficulty understanding English. D. Ensure patients hear and understand the directions and instructions you are giving them. Always speak in a calm and professional manner. Provide instructions in writing if the situation warrants.
4	<p>Physician order(s)</p> <ul style="list-style-type: none"> A. All patients must have a written order for test(s) to be performed: <ul style="list-style-type: none"> a. Written prescription b. Faxed prescription c. A completed laboratory requisition d. Standing order on file (valid for 6 months) B. Tests cannot be performed at the patient's request. Only orders prescribed by a licensed provider will be honored. C. Verbal orders are not accepted.
5	<p>Match the patient name and birthdate on the written order to the patient name and birthdate on the facesheet. Notify admitting if discrepancies exist.</p>
6	<p>Access the patient in Sunquest.</p>
7	<p>Compare the patient name, medical record number, and birthdate in Sunquest to the information on the facesheet. Resolve discrepancies before proceeding.</p>

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OUTPATIENT PROCESSING

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Step	Action
8	<p>Place orders in the computer per procedure, "Order Entry."</p> <ul style="list-style-type: none"> A. Read orders thoroughly to minimize errors. Contact a supervisor, pathologist, or ordering physician to clarify orders as needed. B. Answer "result at order entry" prompts as they appear. <ul style="list-style-type: none"> a. For therapeutic drug tests, enter the date and time of the last dose using MMDDYY and military time format. DO NOT USE A SEMI-COLON. <ul style="list-style-type: none"> i. For example, a date of June 19, 2018 would be entered as "061918." ii. A time of 1:30pm would be entered as "1330." To convert to military time, add 12 to every hour from 1:00pm to midnight. b. For lipid panels, answer "YES" or "NO" to the fasting question. C. If the order includes a special request for results, use the following codes in the order modifier field. <ul style="list-style-type: none"> a. "FAX" converts to "to be faxed." b. "CALL" converts to "to be called." D. Patients being tested for Lyme Disease require special instructions.
9	<p>When labels print,</p> <ul style="list-style-type: none"> A. Verify that the labels contain the appropriate test codes. Correct any errors before blood is collected. Refer to procedure, "Validation of Outpatient Orders" for additional guidance. B. Affix one aliquot label for each accession to the facesheet.
10	<p>Staple to order to the facesheet.</p>
11	<p>Collect blood specimens as indicated per procedure.</p>
12	<p>If non-blood specimens are required,</p> <ul style="list-style-type: none"> A. Give the patient appropriate specimen collection containers along with appropriate verbal instructions / written instructions sheets. NOTE: It is the responsibility of the parent/guardian to help collect urine/stool specimens from the child, including placement of the U-bag on the child's genitals for urine collection. B. Provide the patient with a copy of the facesheet if he/she will be required to return a specimen at a later time (24-hour urine collection, occult blood, stool, etc.). Highlight the test that requires special collection. Instruct the patient to return directly to the laboratory (bypass admitting) when the specimen is returned.
13	<p>Leave the facesheet and order for audit per procedure.</p>

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6. RELATED DOCUMENTS

- SOP: Pager Genius Paging System
- SOP: Verbal Orders on Outpatients
- SOP: Order Entry
- SOP: Entering Transfuse Orders
- SOP: Lyme Disease Orders in the Outpatient Area
- SOP: Glucose Tolerance Tests
- SOP: Urine Collection
- SOP: Stool Specimen Requirements

7. REFERENCES

None

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP CS002.001		
000	1/27/2015	Section 4: reference policy for hours of operation Section 5: clarify process, add token system and OP armband, update LIS function Section 6: update SOP titles Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13	N Maskare	S Khandagale
1	6/1/2016	Section 4: remove Sweat test Section 5: add result at order entry requirements	L Barrett	S Khandagale
2	7/12/18	Updated owner Header: Added WAH Section 5: Updated format and wording for clarity. Updated to reflect current processes.	SCodina	NCacciabeve

9. ADDENDA AND APPENDICES

None

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