## TRAINING UPDATE

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| --- | --- | --- | --- |
| **Lab Location:** | SGMC and WAH | **Date Implemented:** | 1.7.2020 |
| **Department:** | Field Operations, Processing | **Due Date:** | 1.14.2020 |

**DESCRIPTION OF PROCEDURE REVISION**

|  |
| --- |
| **Name of procedure:** |
| Chantilly Unreceived Log |
| **Description of change(s):** |
| This is a new procedure, but the information was previously embedded in the sendout procedure.  This report was previously called the “faxback log.”  This report shows orders transmitted to Chantilly for which no specimen was received. Staff are expected to follow up on all samples on this list to ensure they are not missed. |

Non-Technical SOP

|  |  |  |
| --- | --- | --- |
| Title | **Chantilly Unreceived Log** | |
| Prepared by | Stephanie Codina | Date: 12/20/2019 |
| Owner | Stephanie Codina | Date: 12/20/2019 |

|  |  |  |
| --- | --- | --- |
| 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: | |

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# PURPOSE

Quest Diagnostics will generate an unreceived log when they receive an electronic order for testing for which they do not have a specimen. This procedure outlines the steps taken when a specimen appears on the Chantilly unreceived log.

# SCOPE

This procedure applies to any specimen that displays on the Chantilly unreceived log for more than 2 hours.

# RESPONSIBILITY

All staff assigned to Specimen Processing must understand and perform these duties to clear the Chantilly unreceived log.

# DEFINITIONS

NA

# PROCEDURE

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | The Chantilly unreceived log will be automatically faxed to the processing department when Quest has received an electronic order for testing without a corresponding specimen. |
| 2 | Compare the fax time stamp with the “transit or sent” time for each accession in question.   1. If the two times are within 2 hours, it is possible that the specimens are still enroute to Chantilly. No further actions need to be taken. 2. If the two times are more than 2 hours apart, perform an investigation.    1. Determine the shipping conditions for the specimen (refrigerated, frozen, room temperature) to determine where the specimen was stored and verify that the specimen was sent to Chantilly.    2. Determine if the specimen appears on a previous manifest (ie if the specimen was electronically submitted twice).    3. Send additional sample if a suitable specimen is available and the original cannot be located.    4. Cancel the test order(s) as applicable. Note: if the test order is cancelled, the provider must be notified and the specimen must be cancelled in Sunquest per laboratory procedure. |
| 3 | Communicate resolution with the Chantilly laboratory and document the resolution (full name of person notified with date and time of notification) directly on the faxback log. |
| 4 | Retain the faxback logs in the designated location for 1 month. |

# RELATED DOCUMENTS

SOP: Cancelling Tests or Orders

# REFERENCES

None

# REVISION HISTORY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Reason for Revision | Revised By | Approved By |
|  |  |  |  |  |
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|  |  |  |  |  |

# ADDENDA AND APPENDICES

Appendix A: Chantilly Unreceived Log Example

**Appendix A**

**Chantilly Unreceived Log Example**

