

## TRAINING UPDATE

**Lab Location:** WOMC  
**Department:** All staff

**Date Distributed:** 2/1/2021  
**Due Date:** 3/1/2021

### DESCRIPTION OF REVISION

<b>Name of procedure:</b>
<b>Neonatal Bilirubin Process      SGMC.P1012 v1</b>
<b>Description of change(s):</b>
<p><b>Note:</b> This SOP was originally designated as belonging to the Client Service area. It has been ‘moved’ and will be available in the Phlebotomy manual / area now.</p> <p>Section 5: Changed location for WOMC collections to the lactation room in the Pavilion</p> <p><i>The expectation is for staff to be aware that we have an SOP that describes the process and you consult the SOP for guidance when collection questions or situations arise.</i></p> <p><b>This revised SOP will be implemented February 8, 2021</b></p>

Document your compliance with this training update by taking the quiz in the MTS system.

Non-Technical SOP

<b>Title</b>	<b>Neonatal Bilirubin Process</b>	
<b>Prepared by</b>	Stephanie Codina	Date: 6/8/2018
<b>Owner</b>	Stephanie Codina	Date: 6/8/2018

<b>Laboratory Approval</b>		
<b>Print Name and Title</b>	<b>Signature</b>	<b>Date</b>
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:	Local Effective Date:	

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**1. PURPOSE**

Bilirubin levels need to be monitored closely in neonates at risk of high bilirubin levels. Some neonates will require bilirubin testing at times when the Outpatient Laboratory is closed. This procedure defines the process for providing this service.

**2. SCOPE**

This procedure applies to any outpatient bilirubin order the physician determines must be collected outside of regular business hours.

**3. RESPONSIBILITY**

All laboratory staff members must understand and adhere to this procedure for bilirubin collections that take place outside of normal business hours.

**4. DEFINITIONS**

NA

## 5. PROCEDURE

### General Notes

Step	Action
1	Neonatal bilirubin collections will routinely be performed in the outpatient laboratory at Shady Grove Medical Center during normal business hours.
2	<p>After-hours collections will be performed at designated locations provided the following conditions apply.</p> <ul style="list-style-type: none"> <li>A. Shady Grove Medical Center will perform collections on Sundays and on holidays.</li> <li>B. White Oak Medical Center will perform collections seven days per week.</li> <li>C. Collections will only take place between 9am and noon.</li> <li>D. Testing must be scheduled at least one day in advance by calling the laboratory.                             <ul style="list-style-type: none"> <li>a. The provider will call the Outpatient Laboratory at SGMC at 240-826-6085.</li> <li>b. The provider will call the Laboratory at WOMC at 240-637-5880</li> </ul> </li> </ul>

### Scheduling Process

Step	Action
1	A provider will identify when a neonate requires after-hours bilirubin collection. This will generally occur on infants being discharged from the hospital on the preceding day.
2	<p>The patient care area will notify the Laboratory during normal business hours on the day prior to the collection date.</p> <p>The laboratory staff member who speaks with the providers office will</p> <ul style="list-style-type: none"> <li>A. Schedule the time of collection between 9am and 12 noon.</li> <li>B. Instruct the provider to fax a copy of the order to the laboratory.</li> <li>C. Instruct the provider to tell the family to report to registration upon arrival.                             <ul style="list-style-type: none"> <li>a. SGMC patients will be registered in the Mother-Baby suite on the third floor.</li> <li>b. WOMC patients will be registered in the Emergency Department.</li> </ul> </li> </ul>
3	After the call, the laboratory staff member will document the appointment on the phlebotomy shift communication log.

Step	Action
4	When the faxed order is received, laboratory staff will ensure the appropriate admitting area receives a copy of the order. A. SGMC = Mother-Baby registration B. WOMC = ED registration Note: The registration department will reject the patient if they do not have a copy of the order prior to presentation. Registration will not call the laboratory to request a copy of the order.

**Collection Process**

Step	Action
1	After the patient is registered, registration staff will notify the laboratory via vocera that the patient has arrived. The notification will go to “Mother Baby Lab” or “Phlebotomy Lead.”
2	Lab staff will immediately walk to the registration area to get the patient and walk them to the collection area. A. At SGMC, collections will take place in the Outpatient Laboratory on the first floor. B. At WOMC, collections will take place in room 2107 (lactation room) in the Pavilion.
3	Collect and label the bilirubin specimen per procedure.
4	Walk the patient and family to the main hospital lobby and instruct them to wait for results.
5	Immediately walk the bilirubin specimen to the laboratory and request STAT testing. Notify core laboratory staff to call the phlebotomist with results.
6	Critical results will be called to the provider per procedure. If the provider cannot be reached within 45 minutes, the baby will automatically be referred to the Emergency Department for evaluation.  If results are not critical, the phlebotomist will notify the patient/family that they are released, and the provider will follow up with them at a later time.

**6. REFERENCES**  
 NA

**7. RELATED DOCUMENTS**  
 SOP: Patient Identification and Specimen Labeling  
 SOP: Heelstick Specimen Collection

**8. REVISION HISTORY**

<b>Version</b>	<b>Date</b>	<b>Reason for Revision</b>	<b>Revised By</b>	<b>Approved By</b>
		Supersedes SGAH.CS1001v2 (re-numbered as Phlebotomy SOP)		

**9. ADDENDA AND APPENDICES**

None