

TRAINING UPDATE

Lab Location: WOMC/SGMC/FWMC **Date Implemented:** 4/11/23
Department: Phlebotomy **Due Date:** 4/16/23

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:

Rescheduling Draws

Description of change(s):

With the Sunquest upgrade, effective April 16, 2023, the process to reschedule a collection will change.

1. When a reschedule is initiated, Sunquest will automatically cancel the original order and place a new order. This means we can return to rescheduling timed specimens.

2. Steps:
 - a. Access Sunquest
 - b. Select "General Lab"
 - c. Select "Orders"
 - d. Select "Order Receipt Modify"
 - e. Access the specimen to be rescheduled
 - f. In the order comment field, type a semi-colon followed by the name of person notified and date/time of notification.
Example-- ;Notified J Doe 4/5/23 at 1300
 - g. Click the Reschedule button
 - h. Select the test(s) to be rescheduled and move them to the right side of the box
 - i. Type the new collect date and time in the appropriate fields
 - j. At the "New Accession Number" prompt, press the "Tab" button to allow Sunquest to assign a new accession
 - k. Enter the ETC code for the reschedule reason

Non-Technical SOP

Title	Rescheduling Draws	
Prepared by	Leslie Barrett	Date: 5/22/2009
Owner	Stephanie Codina	Date: 4/6/2023

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:

TABLE OF CONTENTS

1. PURPOSE.....	1
2. SCOPE	1
3. RESPONSIBILITY.....	1
4. DEFINITIONS.....	1
5. PROCEDURE.....	2
6. RELATED DOCUMENTS	4
7. REFERENCES	4
8. REVISION HISTORY.....	4
9. ADDENDA AND APPENDICES.....	5



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1. **PURPOSE**
 To define the process for rescheduling blood draws in the laboratory computer system if they are unable to be collected as requested.

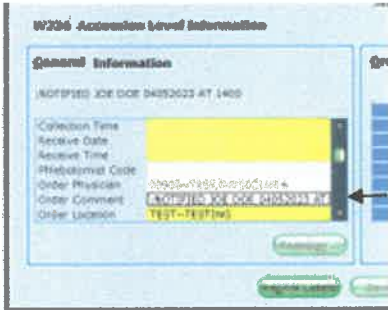

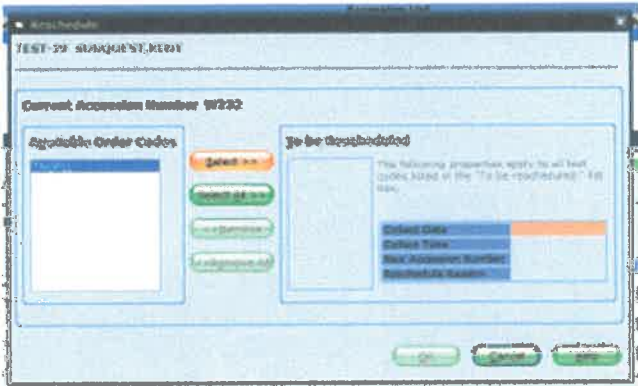
 2. **SCOPE**
 All phlebotomy staff must understand and adhere to this procedure for rescheduling blood draws.


 3. **RESPONSIBILITY**
 All phlebotomy staff must understand and adhere to this procedure for rescheduling blood draws.

 4. **DEFINITIONS**
 N/A

5. PROCEDURE

Step	Action
1	<p>Specimens may be rescheduled for the following reasons:</p> <ul style="list-style-type: none"> A. The patient is not available at the time the specimen is supposed to be collected. B. A drug level needs to be drawn at a different time because the dose was not given when expected. C. The patient was not fasting and the test requires a fasting specimen. D. The specimen will be collected by a member of the care team.
2	<p>Notify the patient's nurse or provider prior to rescheduling a collection. Document the first initial and full last name of person notified and date/time of notification.</p>
3	<p>Access Sunquest function "Order Receipt Modify."</p> <ul style="list-style-type: none"> A. From the Sunquest main menu, select "General Lab." B. Click on "Orders." C. Select "Order Receipt Modify" from the dropdown menu. 
4	<p>Select the accession number.</p> <ul style="list-style-type: none"> A. Open the "Access Option" dropdown menu and select "Accession Number." B. Enter the accession number of the specimen to be cancelled in the open field then click "Get Patient." C. Click the "Display Orders" button. 

Step	Action
5	<p>From the “Order Receipt/Modification” window, type the first initial and last name or full name of the person notified along with the date and time of notification in the order comment field. This can be found in the lower, left corner of the screen.</p> 
6	<p>Click the “Reschedule” button on the lower, right part of the screen.</p> 
7	<p>Highlight each test to be rescheduled then click the “Select” button to move them to the right side of the screen.</p> 

Step	Action
8	<p>Complete the following fields:</p> <ul style="list-style-type: none"> A. Collect Date = the new date on which the sample should be drawn B. Collect Time = the new time on which the sample should be drawn C. New Accession Number = Press the “Tab” key in this box and Sunquest will automatically assign a new accession number. D. Reschedule Reason = the English text code that corresponds to the reason for reschedule (Refer to the Sunquest Cancellation/Reschedule Reasons for a list of English text codes, AG.F164). 
9	<p>Verify all information is correct and press the “OK” button. Sunquest will automatically cancel the test and reorder a new accession for the rescheduled date and time.</p>

6. RELATED DOCUMENTS
 Sunquest Cancellation/Reschedule Reasons (AG.F164)

7. REFERENCES
 None

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supercedes SOP P020.001		
000	6/10/12	Section 5: Remove list from part A, add attachment Section 9: Attachment added	S. Khandagale	S. Khandagale
001	8/4/14	Section 4: Remove code for PNOT Section 5: Remove REI, add reference to addenda Section 6: Move attachment from section 6 Section 9: Add LIS process Footer: Version # leading zeroes dropped due to new EDCS in use as of 10.7.13	S. Khandagale	S. Khandagale

Version	Date	Reason for Revision	Revised By	Approved By
2	7/6/16	Header: Added other site Section 5: Updated format and wording for clarity. Added reasons for reschedule. Added restrictions to rescheduling based on priority and sample type. Updated LIS process and documentation Section 9: Removed appendix (added to section 5)	S Codina	NCacciabeve
3	4/6/23	Updated instructions to align with Sunquest 11. Sunquest will now cancel and reorder for the new time with a new accession to document the reschedule.	SCodina	NCacciabeve
3	4/6/23	Footer: Changed SOP prefix to AHC	D Collier	NCacciabeve

9. ADDENDA AND APPENDICES

None