

TRAINING UPDATE

Lab Location: All Sites **Date Implemented:** 9/26/23
Department: Blood Bank **Due Date:** 10/15/23

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:

Telephone Product Orders

Description of change(s):

1. The transfusion indication "Cardiac Surgery Preop Protocol" is only valid when we crossmatch the 2 red cells before surgery per the surgery schedule. If additional units are requested during surgery, we must ask for the transfusion indication and use that in the order.
2. When we enter a transfuse order that was called to blood bank, we MUST use the ordering physician per phone call. We cannot use the default physician in Sunquest.

Why? Because the order goes back to the physician for signature (required by law). Physicians will refuse orders that they did not place.

Adventist HealthCare
 Site: Shady Grove Medical Center, White Oak Medical Center,
 Fort Washington Medical Center

Title: Blood Bank Telephone Product Orders

Non-Technical SOP

Title	Blood Bank Telephone Product Orders	
Prepared by	Leslie Barrett	Date: 1/22/2009
Owner	Stephanie Codina	Date: 10/02/2010

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:

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- 1. PURPOSE**
 To outline the process for proper documentation of blood product orders that are called to the blood bank.

 - 2. SCOPE**
 This procedure applies to all orders that are called to the blood bank in lieu of a written or electronic order.

 - 3. RESPONSIBILITY**
 All blood bank staff must understand and adhere to this procedure for documenting product orders that are called to the blood bank.

 - 4. DEFINITIONS**
 None

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5. PROCEDURE

Step	Action
1	Hospital policy requires an electronic or faxed order for all blood products. However, telephone orders are accepted when the patient's condition is unstable and patient care may be compromised if time is taken to enter an electronic or complete a written order.
2	Upon receipt of a telephone order, obtain and document the following information on the Telephone Order Log. All verbal/telephone orders will be documented on the log. <ul style="list-style-type: none"> A. Date of request B. Time of request C. Patient's full name D. Patient's medical record number E. Quantity and type of product required F. Special transfusion attributes (CMV-negative, irradiated, sickle-negative), if applicable G. Indication for transfusion (must be a reason defined in SOP "Transfuse Orders") H. Ordering provider I. Caller's name J. Patient location
3	Review the patient's blood bank history in the LIS to determine whether the patient has a current T&S specimen. Refer to procedure, "Patient History Check." If the patient needs a T&S collected, <ul style="list-style-type: none"> A. Check the box "Needs T&S" on the Telephone Order Log. B. Instruct the caller to collect a T&S as soon as possible. C. Offer emergency release blood products if the patient's condition is unstable.
4	Review the patient's blood bank history in the LIS to determine whether the patient requires an ABO retype specimen. Refer to procedure, "Patient History Check." <ul style="list-style-type: none"> A. Check the box "Needs Retype" on the Telephone Order Log. B. Instruct the caller to collect an ABO retype specimen as soon as possible. Remind the caller that the ABO retype must be collected at a different time than the T&S if both specimens are needed. C. Offer universal donor blood products if the patient's condition is unstable.
5	Read back the order to the caller to ensure accuracy. Document your initials on the Telephone Order Log to indicate you confirmed the accuracy of the order.
6	Give the caller an estimated time when the products will be ready for pickup.

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Step	Action
7	Place the appropriate transfuse order(s) in Sunquest per procedure, "Transfuse Orders." A. Enter the ordering provider per caller and not the default provider in the order. B. You must enter the indication for transfusion. Note: Cardiac surgery pre-op protocol is not a valid indication for transfusion. This is only used for setting up the initial blood orders from the surgery schedule.
8	Process the order per departmental procedure.
9	Completed "Telephone Order Log" forms are stored for 5 years.

6. RELATED DOCUMENTS

SOP: Patient History Check
 SOP: Transfuse Orders
 Form: Telephone Order Log (AG.F68)

7. REFERENCES

N/A

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP SGAH B603.00		
000	10/2/2010	Update owner Section 5: Add faxed order and exceptions, call and document notification when product available Section 6: Update form	S Codina	N Cacciabeve
001	11.24.14	Revised SOP title. Section 5: Updated to reflect edited form. Added requirement to enter transfuse order with indication for transfusion. Removed requirement to call floor when the blood product is ready. Section 6: Update form Footer: version # leading zeros dropped due to new EDCS in use as of 10/7/13	S Codina	N Cacciabeve
2	10.26.16	Header: Added WAH	L Barrett	N Cacciabeve
3	8.30.21	Header: Changed WAH to WOMC, added FWMC Footer: Updated prefix to AHC	LBarrett	NCacciabeve
4	9.21.23	Added requirement to enter ordering provider and not default provider. Added note that cardiac surgery pre-op protocol is not a valid transfusion indication.	SCodina	NCacciabeve

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9. ADDENDA AND APPENDICES
N/A