

SPECIMEN REDRAW RESPONSIBILITY POLICY

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| <input checked="" type="checkbox"/> St. Joseph Medical Center, Tacoma, WA | <input checked="" type="checkbox"/> St. Anthony Hospital Gig Harbor, WA | <input type="checkbox"/> Harrison Medical Center, Bremerton, WA |
| <input checked="" type="checkbox"/> St. Francis Hospital, Federal Way, WA | <input type="checkbox"/> St. Elizabeth Hospital Enumclaw, WA | <input type="checkbox"/> Harrison Medical Center, Silverdale, WA |
| <input type="checkbox"/> St. Clare Hospital Lakewood, WA | <input checked="" type="checkbox"/> Highline Medical Center Burien, WA | <input type="checkbox"/> PSC |

PURPOSE

This policy outlines the individual responsibilities of the Technical (Tech), Specimen Center, and Client Services staff in the event that a sample needs to be recollected.

BACKGROUND

Samples are collected from inpatients, outpatients, long term care (nursing home) patients and patients from assisted living sites in King or Pierce counties. A sample may need to be recollected for a number of reasons such as insufficient quantity (QNS), identification errors, hemolysis, interfering substances, clotting, failed delta check, etc. Close communication between the testing and processing staff is essential to ensure quality results. Beaker requires REDRAW to be used for inpatient collections and CANCEL with a follow-up task are used for long term care and PacLab outreach samples

RELATED DOCUMENTS

M-PO-SPC-0151 Specimen Redraw Policy for Long Term Care (LTC) and Assisted Living Addendum

RESPONSIBILITY

Technical Staff Responsibility

Technical staff that have identified a need to cancel a test have the overall responsibility for evaluating the impact to other samples that may have been collected at the same time and the impact of the delay, the documentation of all pertinent information about the cancellation in LIS, and the initiation of the redraw process appropriate to the situation. The tech performing the testing is responsible for contacting the nursing unit for inpatient or other hospital based units. Recollections from other client sources, such as a long term care facility, are communicated to client services or specimen center for appropriate action by ordering a follow up or verbally handing off the recollection request.

Canceling Testing

- Cancel original order with appropriate footnoting documentation unless another suitable sample is available.
- All other lab tests collected at the same time as the unsuitable sample must be evaluated for the need to be redrawn

Hospital inpatient samples:

- In Beaker, when the accession number or label are available go directly to Specimen Update.
- Scan the barcode or manually enter the Specimen ID in the Specimen Look up field.
- Click on Redraw to re-assign the draw to a Rover draw list for a phlebotomist.
- Choose the redraw reason.
- Enter any additional internal or external comments that may be required. If the recollection will be done by staff other than lab, notify the unit of the need to recollect. Document details of the communication in Comment Field.

- At Redraw Selected Test? Click on Yes. (Un-click any tests that should not be redrawn that may share the same accession number.)
- Close the workspace.

PacLab samples:

- Go to Specimen Inquiry
- Scan the barcode or manually enter the Specimen ID in the Specimen Look up field.
- Click on the hyperlink for the test to be cancelled
- Click on Cancel, and choose the cancellation reason and click Accept
- De-select any tests that should not be cancelled that may share the accession number.
- Document in the Comment section of the pop-up box with details
- Reason: Search for appropriate description of cancelation.
- Click on Cancel Selected Test? YES
- Under Actions, assign a Follow Up task to Client Services.
- Use smart text in the comment section to describe the cancellation details then Accept.
- Close the workspace.

LTC (Long Term Care Nursing Home) samples:

- Cancel the specimen as indicated for a PacLab sample.
- For laboratory or phlebotomist caused cancellations, alert client services immediately if staffed
- Client service arranges for dispatch of another long term care phlebotomist.
- Client service staff will create the CRM case for all specimen integrity issues and assign the case to the Long Term Care queue as a redraw.

When Client Service is not staffed:

- Specimen Center Coordinator or lab assistant will reorder the test in Beaker in Requisition Entry and CREATE the sample ID. Do not RECEIVE the sample. (If a label can be printed in labels and docs, print it and save until the specimen arrives.
- Request the redraw by calling the Paclab Client Service number at 888-472-2522. The
- When the long term care phlebotomist brings the sample to the lab, find the patient in Requisition Inquiry.
- Click on Requisition Entry.
- Enter the collection details and RECEIVE the sample.

Assisted Living Facilities: (Submitters: Assisted Living Pierce county, Assisted Living King county, and MSO the Home Doctor Washington)

- Cancel the test as indicated for a Paclab sample
- Create a follow up task for Client services to notify the Long term Care supervisor to schedule a redraw.

Specimen Center Coordinator Responsibility

Hospital patients:

- Lab redraw: Assign draw to the phlebotomist using Rover.
- RN redraw: Monitor the Expected Report to insure that the sample is recollected as indicated for samples with higher urgency (as communicated by tech or clinical unit).
- If indicated, communicate with the nursing unit if the sample is not recollected within a reasonable time frame.
- When sample has been recollected it will be auto-logged or received and delivered to the tech who made the request for the redraw if indicated by the circumstance.

LTC patients:

- LTC Phlebotomist recollection: When Client Services is not staffed, Specimen Center Coordinator will dispatch phlebotomist by calling the Renton Paclab Client Service number at 888 472 2522.
- Coordinator will order in Beaker with the proper collection date (T=today, or T+1 for the next morning, etc.) Create but do not RECEIVE the sample to assign a sample ID.
- If testing is ordered for the next day, leave a print screen on the door of the LTC supervisor to assure the collection was performed.
- LTC RN recollections: The new collection must be accompanied with a new requisition and ordered through Requisition Entry. Do not order as a future collection.

For Assisted Living (ALKC/0382 or ALPC/0383 or MSOW):

- Assisted Living patient redraws will **not** be ordered in LIS or rescheduled by specimen center. A print screen of the cancellation/need for redraw will be left for the LTC supervisor so the draw can be rescheduled.

Client Service Rep Responsibility

LTC Patients:

- When Client Service is staffed, CS will order LTC samples for redraw in Beaker and Create but not RECEIVE the sample, create a CRM and dispatch the redraw, then assign it to the LTC Queue. Any labels for testing ordered for same day collection will be delivered to Specimen Center so they are available when the sample is delivered.
- Any labels for AM collections next day will be delivered to door of the LTC supervisor to assure it was completed.

Assisted Living Patients (Submitters: Assisted Living King county, Assisted Living Pierce County, or Home Doctor of Washington):

- Assisted Living patient redraws will **not** be ordered. A Beaker label or print screen will be left for the LTC supervisor so the draw can be rescheduled.
- If a Follow Up task has been ordered it will be reviewed on the same shift or next day and a CRM case created. Communication with the provider office will be performed and final resolution documented. The follow up task will be completed and the CRM case.