

SPECIMEN REDRAW

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

PURPOSE

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

BACKGROUND

A sample may need to be recollected for a number of reasons such as QNS (Quantity Not Sufficient), identification errors, hemolysis, interfering substances, clotting, failed delta check, etc. Close communication between the testing and processing staff is essential to ensure quality results.

Technical Staff Responsibility

The Tech performing the testing or assisting, will contact the nursing unit (if inpatient), nursing home (LTC) or provider office and discuss the findings and potential impact on the ordered tests. With the input from the nurse, home, PSC or office a decision needs to be made about whether the sample should be recollected. Communicate decision to the nursing staff, home, PSC or office during the call.

STEPS

1. Cancel test-
 - Cancel original order and with appropriate comments in cerner if another sample
 - Attention should be paid to the possibility that other labs drawn on this patient may also need to be redrawn.
 - Discuss this with the testing personnel in all lab departments and make a determination on whether other tests will also need to be recollected.
2. Hospital patient samples –
 - Reorder Cerner code for test(s) to be recollected (Hospital patients only)*.
 - Deliver Cerner label to the Specimen Center Coordinator, noting lab draw or nurse draw.
 - If ED patient, add recollection comment into ACIS (FirstNet) instead of phone call.
3. PacLab samples –
 - Order a FOLLOW UP test in Cerner for all PacLab (OP) patient orders. Use the FOLLOW UP template (PF1-G, FUP) and include test(s) to be recollected an reasons for the recollection.
4. LTC (Nursing Home) samples –
 - Determine with home if redraw is needed and if so, if same day (Stat or Routine) or next AM is desired. Give Cerner screen print with footnoted information to the Client Service staff, if the CS department is manned, for reordering in Cerner and dispatching phlebotomist for the draw in CRM. When Client Service is not staffed, the Specimen Center Coordinator will reorder the test in Cerner, and request the redraw by calling the Paclab Client Service number at 888-472-2522.

Specimen Center Coordinator Responsibility

For Hospital patients:

- Lab redraw: Dispatch the phlebotomist.
- RN redraw: Monitor the CPR to ensure that the sample has been recollected.
- Hold label in green basket at Coordinator’s desk
- Communicate with the nursing unit if the sample is not recollected within a reasonable time frame
- When sample has been recollected it will be logged in and whenever possible delivered to the tech who made the request for the redraw.

For LTC patients

- LTC Phlebotomist recollect: When Client Services is not staffed, Specimen Center Coordinator will dispatch phlebotomist by calling the Renton Paclab Client Service number at 888 472 2522. Order in Cerner with TS priority if redraw is needed same day or use AM priority if redraw is for next day (AM).
- LTC RN recollect: The new collection would be accompanied with a new requestion.

Client Service Rep Responsibility

- When Client Service is staffed, CS will order samples for redraw in Cerner, create a CRM and assign the case to the appropriate LTC Queue to have the draw dispatched the same day or the next routine draw date. Any labels for testing ordered for same day collection (TS) will be delivered to Specimen Center.
- If a FOLLOW UP test has been ordered it will fall to the next production of the RQW for Follow Ups. These will be reviewed on the same shift or next day with a CRM case created. Communication with the provider office or PSC will be performed and final resolution documented in the FOLLOW UP and CRM case.

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| DOCUMENT APPROVAL Purpose of Document / Reason for Change: | | | |
| 9/13/12 Redraws are now ordered by Client Service instead of Specimen Center. All LTC dispatches for phlebotomists by Specimen Center accomplished by calling Renton Paclab Client Services center when CS is not staffed. Techs will notify CS as a rule instead of Specimen Center. | | | |
| Committee Approval Date | <input type="checkbox"/> Date: <input checked="" type="checkbox"/> NA – revision of department-specific document which is used at only one facility | Medical Director Approval <i>(Electronic Signature)</i> | <i>Linda Burkhardt, MD</i> |