**Policy:** Order Status Monitor (OSM) Protocol

**Purpose:** To initiate missing specimen investigations.

**Procedure:**

**From core lab/ data**

1. When OSM reveals that specimens have been drawn but not received within 20 minutes, the data entry tech and or med tech will call phlebotomy, preferably ask for team leader, dispatcher or phlebotomist that is covering.
2. State: ***“I am initiating the OSM protocol.”*** Followed by;
3. The accession numbers and or patients name that are missing. (wait for response)
4. If phlebotomy replies that specimens were sent, then ask,
5. Approximate time specimens were tubed?
6. Did you watch the tube take off?
7. What station were these tubed from?
8. What lab location tube # used, example; Direct system, if so what floor? Global system? If so what number entered 840, 841, 842?
9. Were their multiple patients sent in same tube?
10. With answers from phlebotomy;
11. Call floor from which tube was sent. Ask RN to check tube system.
12. Call maintenance and ask them to track. Give station number sent from.
13. When maintenance has tracked, call phlebotomy and ask them to check tube stations that maintenance has tracked to.

**From Phlebotomy**

1. When scanner indicates that specimens collected have not been received in lab, call data.
2. State: ***“I am initiating the OSM protocol.”***  Followed by;
3. Specimens collected on MR# at time\_\_\_\_\_\_.
4. Specimens sent from location, # of tube system, such as 600 in patient phlebotomy.
5. Lab station sent to; Direct? Global? Including floor and station number used.