Outpatient Recollect/Rejected Tests

For **OP express and MOB4** tests that are in need of recollection go to: Phlebotomy, recollect and note reason, print labels to the **LO1\_label**. Then cancel the test if not in a battery of tests so that it will not be billed.

For **Urgent care** tests that are in need of recollection go to: phlebotomy, recollect and note reason for rejection, print labels and put on **Jennifer Schroeder’s desk**. Then cancel the test if not in a battery of tests so that it will not be billed.

For **Outreach and drop off samples** that are in need of recollect go to: phlebotomy, recollect and state reason, print labels to **CS\_1 label**. Then cancel the test if not in a battery of tests so that it will not be billed.

The person calling the patient to return or calling the office will then order the **REJCT** test and document within who they called and if the patient will return. We will do this for maximum of two days for patients.

For outreach and drop off samples under order entry we will order the test **REJCT** and note what tests, who we called and if the patient will return. Then we will verify all the same day.

There is a template under the **Results Worklist (REJCT)** so all rejected tests can be viewed. Here you can see the answers as well as look at comments should you receive a call. You would want to look up using ALL and may want to go back to the previous month or beginning of the year to see. You can also look up in order entry by the specific patient.

**The reject test is made up of the following:**

**RTEST= what test or tests are to be recollected**

**RJECT= the reason it was rejected**

**RCALL= Documentation that the patient or office was notified of the need to recollect**

**RLOC= where will the patient return to**

**RDATE= what date will the patient return**

**RREG= was the patient pre-registered for the return date**

**RPTR=Patient did not return, not able to contact patient or patient refused to return**

**RGIFT= was service recovery necessary and if so what (meal ticket, drink card? Etc.)**

G:Specimen processing and sendout tests

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