

## Outreach Receiving Workflow

### **Samples will be dropped off from the New Vision Draw Site and outpatient Oncology throughout the day to processing**

1. These should be processed upon receipt as we do with OP Express items.
2. Samples should be checked against the log sheets to ensure all samples are received.

### **Samples from outreach locations**

1. Medspeed should bring samples in biohazard bags of various colors which designate a drop location.
  - a. **Blue Bags = Refrigerator**
  - b. **Yellow Bags = Freezer**
  - c. **Green Bags = Room Temperature**
2. Process samples by location to ensure all items from that location have been received. Once samples are received and log sheet checked samples can be moved to be tested and the next location can be processed. If staffing and workload allows one person may take the samples and receive in the outreach processing area to allow focus on receiving those samples while the other staff receive in stats. Otherwise if each person only does one location at a time this should allow for processing of stats from inpatient as well.
3. Try to avoid receiving all samples at once as this risks losing samples and overwhelms the chemistry analyzer. If we receive and move one location at a time we hope to move the work through without overwhelming processing or technical areas.
4. If samples are sent in the ARUP boxes check samples against manifest or log sheet prior to removing samples from the box. Once checked samples can be received and moved for testing. Save the ARUP boxes for re-use.
5. If a sample is missing and the location is open call to see if sample is still at that site, if sample is from Urgent care, IOS, LON, CON or CCWO check done bags to see if tube is in the bag. If site is no longer open check with medspeed to see if they have the sample. Notify technical staff and document that sample is missing and what was done to locate it.
6. Outpatient Oncology will be starting a new process to use the ARUP boxes and put their samples in order of the log sheet. We are also trying to only place labels on the log which will be received and tested here. This will be a work in progress so let us know if something is not working. Also as this is a change to workflow for both side be patient and give each other time to adjust to the new process.
7. We need your help by following this process and giving feedback to improve the process.

# Changing Times Around the Lab

April 26, 2019

*Our Mission is to: Consistently provide service that meets the needs of our customers; proactively respond to the challenges of changing health care demands; and Provide a supportive atmosphere which encourages innovation and collaboration.*

## OUTREACH

Drop off of outreach samples: We can expect medspeed to drop the outreach samples to the location of Room Temp, Refrigerator or Freezer, based on the color of bag the office places the samples in. Be sure to check these as your drop offs come in. If medspeed doesn't place them in the proper location, please let Jamie know so she can follow up with medspeed (please include the location the samples came from). Please remember that the temperatures for the refrigerator and freezer in specimen processing should be taken daily each morning!

Blue Bags = Refrigerator

Yellow Bags = Freezer

Green Bags = Room Temperature

As we include more sites in the future, we hope to make this process go more smoothly. The intent is to give us more time to process samples while preventing time sensitive tests from being affected.

## OUTPATIENT ONCOLOGY

Outpatient oncology is going to begin using the ARUP boxes to place their samples in order. When we receive these samples, we can check the log sheet against the samples prior to removing the samples from the box for receipt. They will also be modifying their log sheets to only include samples with our orders. This is a work in progress and we may extend this to other sites if it works well.

## ORDERING

When placing orders in the LIS, be sure you are selecting the correct Dr. If a Dr. has more than one number, be sure to select the one without an X in front of it. If you must input a physician that is not in the system, use an \* and input the name, address, phone number and fax from the order. If this information is not on the order, call and get the information from the person dropping off the sample. If you are not able to get the information, please leave the order in the orange "problem" folder with a note stating that the physician is not in the LIS. This is a way to ensure the results get to the appropriate provider.

When placing orders in the LIS, be sure to enter the ICD 10 diagnosis code that should be on the order. If you have more than one code, use CTRL+D and the screen will open, allowing you to enter multiple codes. This is required information to go through insurance for billing.

## AROUND THE LAB

Amanda Burnett will be joining us on May 6th as PRN support staff.

Taylor Ellerbrock will also be joining us on May 20th as PRN summer help support staff.

We've recently had 3 new phlebotomists join our team, Amanda Bohrer, McKena Hickman and Samantha Sigworth.

Marcelo will be taking a two week break at the end of May and will be coming back to help us until August 2nd!  
Thank you Marcelo!

We have candidates being interviewed for the third shift Technical positions!! Say a little prayer!

Hannah Shirk passed her boards and is ASCP certified!!! Great job Hannah!!!

Michaela is taking a position with IOS and will be gone after 4.26.19. This will mean we need to receive all out-reach samples except the PAP smears. We will begin a standard work process for these that will be modified as we go. The main thing is to ensure all samples are accounted for and not lost. We may need more assistance from third shift support to receive samples and HSPEC as we move forward.

### **LAB WEEK**

I hope everyone enjoy lab week! We will be drawing for the gifts on Monday morning so please make sure I have all your puzzles for the drawing.

### **MAY BIRTHDAYS**

May 1st—Brittani Wells (Phlebotomy)  
May 4th—Jamie Lauf (Administration)  
May 6th—Miranda Leatherman (PCACC)  
May 16th—Schylar Waugh (Phlebotomy)  
May 16th—Anna Hernandez (Specimen Processing/Reference Testing)  
May 28th—Kristin Nickel (Core Lab)  
May 29th—Lindsay Hooks (Core Lab)  
May 30th—Wykeshia Webster (Phlebotomy)  
May 30th—DeQuaisha Wilson (Phlebotomy)