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Pager Utilization in the Outpatient Area

PURPOSE:

This procedure provides instructions on how we use of pagers to notify patients that the laboratory is ready to collect their specimen(s).

POLICY: Pagers will be used to expedite the outpatient flow in phlebotomy from order to sample collection.

SCOPE: Saratoga Hospital Laboratory.

PROCEDURE:

Admitting Registrar:

1. Upon arrival, the patient will be registered by the admitting registrar.
2. After registration, give the patient a pager and provide instructions for responding to the pager.
3. Write and circle the pager number on the back of the requisition
4. Direct the patient to the lobby NOTE: All patients are directed to wait in the lobby except surgery patients, GTTs, and any patients with disabilities.
5. Bring the lab requisition to the lab check-in window.

Laboratory Office Assistant:

6. Time stamp the requisition on the back and enters tests in Meditech.
7. Turn the blue light on to let the phlebotomist know they have a patient.
8. The requisition is placed in **chronological** order in the appropriate bin.

Phlebotomist:

9. Select the requisition for the next person in line.
10. Tech check the requisition to ensure all tests are ordered.
11. Place the aliquot labels on the requisition and initial the label. If any errors are found, record them on the tech check log. (See "Processing Laboratory Orders for Outpatients (Walk-ins)" procedure for additional information).
12. Activate the pager by entering the pager number found on the back of the requisition plus the # sign.
13. Proceed outside the double doors to greet the patient.
14. Verify the patient's first and last name, retrieve the pager and place it in the bin marked "pagers".
15. When pagers accumulate, return them to the admitting office (designated holders by the admitting printer).
Pagers are cleaned each night by the admitting staff.

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2-15-12 10A.M.
Date

Renewed 1/8/15 Leonard