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Owner:	<i>Alex Alba: Spvr, Laboratory</i>
Policy Area:	<i>Lab - Client Services</i>
References:	
Applicability:	<i>Sutter Roseville Medical Center</i>

Prioritizing Orders - Phlebotomy and Processing, CL.PRE02.08-/-RV.xx

Purpose:

- A. To provide guidance to laboratory staff in the assignment of phlebotomy coverage and the prioritizing of orders to be collected

Policy:

- A. Verification of patient identity by comparing patient name and date of birth on identification band with same identifiers on applicable health information documents will occur prior to initiating this procedure.
 - 1. Phlebotomist will use Sunquest Clinical Collect (CC) hand held device to scan patient's armband or ID labels to positively ID patient.
- B. Specimen processors will monitor the work flow and intervene when issues with specimen collections arise such as overdue collections, break and meal break coverage, multiple alerts that require phlebotomy response and redraw assignments for missed collections.
 - 1. C1 Specimen processors will monitor any Alert pages overhead and will call the phlebotomist assigned to that unit to ensure that they are responding to the Alert call. If the phlebotomist assigned to the unit is unavailable, processor will contact an alternate phlebotomist and dispatch them to the code call.
 - 2. Phlebotomists must follow the direction of the C1 specimen processor and phlebotomists must seek the direction of the C1 specimen processor if any questions or disruptions to the work flow arise.
- C. Phlebotomists will be assigned to specific units for which they are responsible for covering for the duration of their assigned shift. Phlebotomist will utilize Clinical Collect to monitor current draws as well as draws that are to be drawn in the next four hours. Collections will be prioritized by phlebotomist on their assigned unit utilizing the following guidelines:
 - 1. STAT orders will be collected within 15 minutes and processed within one hour. STAT orders will appear in red text on the CC work list.
 - 2. Should a patient have routine draws ordered in addition to STAT order, verify with the patient's nurse if both sets of orders may be collected at the same time to minimize how many times a patient is drawn.
 - 3. ASAP orders will be collected within 30 minutes. ASAP orders will appear in blue text on the CC

work list

4. Timed draws will be collected within +/- 10 minutes of the time needed. Timed orders will appear in green text on the CC work list
 - a. Should a patient have a timed collection in addition to other outstanding orders, verify with the patient's nurse if routine orders may be collected at the same time to minimize how many times a patient is drawn.
 - b. Should phlebotomist have many timed draws to be collected at the same schedule collect time, phlebotomist will phone the lead processor and ask that a backup phlebotomist be sent to the unit that they are covering to help collect specimens as closely to scheduled collect time as possible
 5. Routine orders will be collected in a timely manner. Routine orders will not be color coded on the CC work list screen.
 6. Alert pages such as Sepsis alert will not appear on CC work list. Alerts will be called overhead and phlebotomist assigned to that unit will respond immediately. If another phlebotomist is needed to cover the Alert, contact the C1 specimen processor immediately.
- D. Pending draws must be completed or addressed within 2 hrs of order. Otherwise, order will drop from view after 6 hrs which blood collection may be missed.
- E. Testing performed by reference laboratories will be processed promptly and sent to the appropriate laboratory for testing.

Scope:

- A. All Clinical Laboratory Staff

Definitions:

- A. Sunquest Clinical Collect (CC): Sunquest Clinical Collect hand held devices and paired blue tooth printers that are used by the phlebotomist to scan the patient's armband and generate specimen labels at the patient bedside to ensure a positive ID is made on the patient.

Procedure:

- A. Phlebotomist
 1. Phlebotomist will check in and out all required equipment (CC, Cart, Phone) upon arrival to work.
 2. Phlebotomist will receive daily phlebotomy assignment from the C1 specimen processor.
 3. Phlebotomist will log into CC to:
 - a. Review their work list for the areas to which they have been assigned.
 - b. Review work list for draws and prioritize draws per policy above.
 4. Perform patient draws until work list is clear and all patient orders have been followed up.
 5. If help is needed to complete all collections in a timely manner, Phlebotomist will call the C1 specimen processor and request assistance.
 - a. C1 Specimen processor will evaluate workload on all other floors and contact appropriate backup to come and assist with workload.

6. Phlebotomist must call C1 specimen processor prior to leaving assigned floor for any break or meal break so that processor may assign coverage.

B. C1 Specimen Processor

1. C1 specimen processor will log into desktop CC application and review current work list for all draws in the facility.
2. C1 specimen processor will review staffing on the posted schedule and make appropriate floor assignments.
3. C1 specimen processor will generate a Collection List from Sunquest after midnight to reconcile morning draws by canceling duplicate orders and eliminating any erroneous orders prior to phlebotomist's starting morning rounds.
4. When phlebotomists send specimens to the lab by pneumatic tube, specimen processor will empty the pneumatic tube station timely and separate all tubes per normal processing protocols.
5. Specimen processors will receive non-lab collected specimens in Sunquest. Specimen processors will verify patient information and label tubes accordingly for testing per Collection and Handling of laboratory Specimens Policy.
6. Specimen processor will also check all incoming specimens and take corrective action steps if any specimen arrives to the laboratory and does not meet specified criteria per the Collection and Handling of laboratory Specimens policy such as:
 - a. Inappropriate sample type
 - b. Draw time inconsistent with order
 - c. Quantity not sufficient
 - d. Broken or leaking specimens (which compromises specimen integrity).
 - e. Inappropriate, inadequate or illegible labeling
7. The specimen processor will notify the unit nurse, physician office or collection site for drop off samples that the specimen has been rejected, the reason it is being rejected and/or rescheduled. The processor will then either request that the specimen be re-collected or the lab will dispatch a phlebotomist to the unit for re-draw. The order will be canceled and/or rescheduled in Sunquest with correct documentation regarding why the sample was rejected and/or rescheduled, the full first name and last name initial with title. IE; RN, MD etc. of the person notified. All cancellations require correct documentation.

Related Documents:

- A. Collection and Handling of Laboratory Specimens
- B. Sunquest Clinical Collect Operating Procedure

References:

- A. The Joint Commission Comprehensive Accreditation Manual for Laboratory and Point of Care Testing, January 2018

All revision dates:

Attachments

No Attachments

Approval Signatures

Step Description	Approver	Date
Laboratory Director	Lindsey Westerbeck: Dir, Lab	pending

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