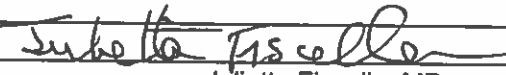

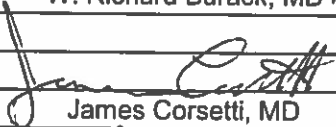
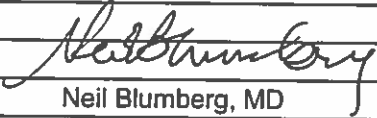


**Title: Hand-off Communication Policy: Patient Specimens and Job Assignments**

Author:	Effective Date: <i>Note: The Effective Date is assigned after all approval signatures are obtained</i>	Supersedes Procedure #
Unknown Rosemary Ziemba-Ball	03/2007 4/1/2013	SH.CP.AA.lgp.0060.0001 HH.CP.Lg.plc.0063.0001

Revised By:	Date Revised	Effective (adopted) Date: <i>Note: The Effective Date is assigned after all approval signatures are obtained</i>
Deborah Congdon	3-17-2017	14 April 2017

Approval Signature	Approval Date
 Julietta Fiscella, MD	3/20/2017
 W. Richard Burack, MD	
 James Corsetti, MD	22 March 2017
 Neil Blumberg, MD	3/23/17



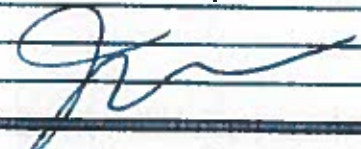
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<b>Revised By:</b>	<b>Date Revised</b>	<b>Effective (adopted) Date:</b> <i>Note: The Effective Date is assigned after all approval signatures are obtained</i>
Deborah Congdon	11-30-2016	

Approval Signature	Approval Date
 James Fatten, MD	3/23/17
 Dirk Bernold, MD	3/22/17
 Jessica Kleiner, MD	3/22/17

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<b>Policy #</b>	<b>Revision Date</b>	<b>Reason for Revision</b>
SH.CP.AA.lgp.0060.0001 HH.CP.LG.plc.0063.0001	11-30-2016	Document identification number changed to UR.CP.QL. to indicate multi-site applicability and replace individual site policy.

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**TITLE:****I. PURPOSE**

The purpose of this policy is to provide guidance on how to communicate information about pending processes, quality or operational issues when responsibility is "handed-off" from one person to another, such as at a change in shift.

**II. POLICY**

It is the intent of UR Medicine labs to promote a dynamic environment that ensures proper tracking of pending laboratory specimens and patient care issues. Communication of work related issues between shifts and colleagues is imperative for the continuity of patient care. Emphasis should be placed on, but not limited to, verbal communication with the ability to respond to any resulting questions.

**III. SCOPE**

This policy applies to all UR Medicine Labs.

**IV. ACRONYMS/DEFINITIONS**

Example:

URMC	University of Rochester Medical Center
HH	Highland Hospital
RR	Ridgeland Road Laboratory
SMH	Strong Memorial Hospital

**V. RESPONSIBILITIES**

<b>Roles</b>	<b>Responsibilities</b>
Medical Director	Ensure that procedure is followed.
Management	Ensure that procedure is followed.
Laboratory Staff	Follow procedure for hand-off communication

**VI. GENERAL GUIDELINES**

Each laboratory section will incorporate one or more of the following practices:

1. Verbal communication- should always be used and supplemented with other department specific methods. It should include provision for asking and responding to questions. *Examples may include:*
  - Shift transition
  - Case Transfer
  - Consults

2. Pending Templates. *Examples may include:*
  - LIS generated worksheets
  - Manual Worksheets/logs
3. Communication Devices. *Examples may include:*
  - Dry Erase Boards
  - Log Books
  - Electronic viewing devices- example- ED monitor in Auto Lab
  - E-Mail
  - Daily Huddles at shift change
4. Workflow Arrangements
  - Built in checks and balance system to ensure the loop is closed and that specimens return to origin for review.

In addition to this policy, departments may have procedures specific to their laboratory sections.

## VII. LIMITATIONS

NOT APPLICABLE

## VIII. REFERENCES

CAP GEN. 61750- HAND-OFF COMMUNICATION

## Training or Read/Review Signature Log

<b>Document Title:</b>	Hand Off Communication Policy		
<b>Document Number:</b>	UR.CP.QL.plc.0144.0001		
<b>Document Type:</b>	<input type="checkbox"/> SOP	<input checked="" type="checkbox"/> Policy	<input type="checkbox"/> Other _____ (specify: Article, Job Aid, Form, MSDS revision)

<b>Brief Description:</b> (i.e. Revised) Global communication policy. Revised for SMH and HH, new for all other sites  <b>Trainer(s):</b> (if applicable, or NA) N/A
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*Your signature below indicates that you have read/been trained and understood the information.*

Name (print)	Signature	Date (mmm/dd/yyyy)