**Purpose:**

This procedure provides instructions for canceling patient orders and correcting patient results in the Sunquest Blood Bank System.

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | **Related Documents** |
| **Canceling Unnecessary CPOE generated TSCR, DAT, etc. orders** | | |
| 1 | Open “General Laboratory”   * Click Order Receipt/Modify * Enter Patient ID, click on get patient * Ensure day of activity covers order date * Change order status to Unreceived * Click on Display Orders * Select accession needing the cancelation and click on Credit * Verify Available Order Code is correct test being cancelled * Verify credit mode is Remove Results * Click Select > > * Enter the cancel reason code and click OK * An alert may appear “All units allocation records will also be deleted”. Click OK * Click Save and Close or Order Access to free up patient | SQ Order Entry Process  Appendix B |
| **Rejection of specimens before testing has been received** | | |
| 2 | Order OPINK using order entry   * Using BOP, open the OPINK order for the cancelled specimen. * Replace the automatically generated text with the appropriate cancellation reason from appendix B. * Add test BBC and free text in who was notified, date and time of notification, and the cancelling MLS’s tech ID. | SQ Order Entry Process  Sample Rejection Process  Appendix B |
| **Canceling Platelet and Plasma Orders when order has been received but transfuse task has been cancelled by floor:** | |  |
| 3 | In BOP lessen number of Units Ordered by the number of transfuse units cancelled.  Example: 4 units were ordered, 2 were already transfused and 2 were cancelled, edit the number of units ordered under UO to 2. | SQ Blood Order Processing |

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | **Related Documents** |
| **Canceling Orders when testing has been received but no results have been filed:** | | |
| 4 | In BOP, result all tests without grids with YBBCAN  NOTE: The BEXX (specimen expiration date) cannot be canceled. Update it to the current date.   * Result all tests with grids, using ND for all the grid results. * For ABO/Rh interpretation, hit semicolon (;), then type BBCAN for the interpretation. * For all other grid interpretations, hit semicolon (;) then enter YBBCAN for the interpretation. * Add BBC (Blood Bank Comment) because both BBCAN and YBBCAN translate in ORCA to “Canceled, see Blood Bank Comment for details”. * Enter appropriate code (See Cancel Code Appendix B) that explains the reason for cancellation. * Tab to next line, and free text (;;) the following four items, separated by a comma: * Date (use number format, i.e if Jan 1, 2011, it would be 01012011) * Time (use 2400 format) * Tech Code * Who was notified and the location (i.e. Nancy on 3E) * Add appropriate Credit code * Save.   **NOTE:**  **IF this patient has previous history in the BAD file, it will be necessary to override the results.**  An ABRH3 (Non-billable) order maybe necessary in the event a BBCAN prevents a qualified electronic crossmatch. Create an order using the sample’s original date/time of collection and date/time of receipt. Add BBCS comment to ABRH3 and document the accession number of the sample used.  **IF this patient had no previous ABO/Rh on file, BBCAN will write to the patient’s BAD file as the blood type and must be deleted from the BAD file. THEREFORE:**   * Go to BLOOD BANK ADMINISTRATIVE DATA ENTRY function. * Using the delete key, delete BBCAN from the patient’s BAD file ABO/Rh field. * SAVE.   This leaves the patient history file as it was prior to the cancellation of the test, and when real ABO/Rh results are entered, the field will repopulate with the correct information.  **NOTE: This delete function must ONLY be employed when there was no previous ABO/Rh type on file. The system uses the first ABO/Rh entered as the source for computer logic for future computer crossmatches.** | SQ Blood Order Processing  Appendix A  Sunquest: Blood Order Processing Test Result Guide  Sunquest Order Entry Process |

|  |  |  |
| --- | --- | --- |
| **Canceling Orders when results have been filed:** | | |
| 5 | In BOP, overwrite all results with YBBCAN, replacing grid reactions with ND.   * For ABO/Rh interpretation, hit semicolon (;), then type BBCAN for the interpretation * For all other grid interpretations, hit semicolon (;), then type YBBCAN. * Add BBC (Blood Bank Comment) * Enter YBB (This appears on the patient chart as “Cancel, Previously reported as, and modified by”) * Tab to next line, and free text (;;) the following four items, separated by a comma: * Previous results (i.e. O Pos, or whatever the previous results were) * Date (use number format, i.e. if Jan 1, 2011, it would be 01012011) * Time (use 2400 format) * Tech Code * Who was notified and the location (i.e. Nancy on 3E) * Add appropriate Credit code * Override QA warnings that will appear. * Save | Appendix A  SQ Billing and Crediting  SQ Blood Order Processing |
| **Correcting Results After they have filed (not canceling the order):** | | |
| 6 | In BOP, overwrite the incorrect result with the correct result, including all grid results.   * Add BBC (Blood Bank Comment) * Enter PRPT (This appears on the patient chart as “Previously reported as” * Tab to the next line and enter the previous results. * Tab to next line and enter code RMO (This appears on the patient chart as “Result Modified on” * Tab to next line and free text (;;) the following items, separated by a comma: * Date (use number format, i.e. if Jan 1, 2011, it would be 01012011) * Time (use 2400 format) * Tech Code * Who was notified and the location (i.e. Nancy on 3E) * Add appropriate Credit code * Override QA warnings that will appear. * Save | Appendix A |

**References:**

Blood Bank User Guide, Misys Laboratory

**Appendix A:** **Billing and Credit for Patient Testing**

|  |  |  |  |
| --- | --- | --- | --- |
| **Bill Test Codes** | **Test Description** | **Credit Test Codes** | **Additional Information** |
| **TSCR** | Type and Screen | **TSCRCR** |  |
| **PREN** | Prenatal Testing | **PRENCR** |  |
| **TRRX** | Transfusion Reaction Workup | **TRRXCR** |  |
| **ABR** | ABO/Rh(D) | **ABRCR** | Applies to ABRH and ABRH2 |
| **BBRH** | Rh Only | **RHCR** |  |
| **AS** | Antibody Screen | **ASCR** |  |
| **ELU** | Antibody Eluted | **ELUCR** |  |
| **DBS** | DAT, Broad Spectrum | **DBSCR** |  |
| **DCD** | DAT, Complement | **DCDCR** |  |
| **DIG** | DAT, Anti-IgG | **DIGCR** |  |
| **ABPATH** | Pathology Review | **YBBCAN** | Use for new antibody consults |
| **PRPATH** | Prenatal Consult |  | Non billable. Use for RhIG and antibody titer consults |
| **TXPATH** | Pathology Review |  | No billing defined; part of TRRX |
| **ABI** | Antibody ID | **ABICR** | Credits for one panel.  If additional to credit, tab to next line and add number of panels to credit. *Example ;;3* |
| **ABID2** | Additional Ab Panel(s) |
| **AGI** | Antigen testing on patient | **AGICR** | ;number of additional antigens to credit  Each antigen code added will bill *Example NBEA, NBKA* |
| **TTR** | Antibody Titer | **TTRCR** | Antibody Titer, Credit.  If additional to credit, tab to next line and add number of titers to credit. *Example ;;2* |
| **TTR2** | Additional Ab Titer(s) |

**Appendix B:**

|  |  |  |
| --- | --- | --- |
| **Department Specific Codes** | |  |
| **Code** | **Translation of comment** | **Dept** |
| **YBB** | Cancel. Previously reported as and modified on: | TSL\_H, TSL\_U |
| **YBBCAN** | Canceled, see Blood Bank comment for details. | TSL\_H, TSL\_U |
| **YCPOE** | Manual cancel by lab of unreceived CPOE order. | SPS\_U,H |
| **YCUT** | Reorder requested. Blood bank labeling requirements not met. | TSS\_U |
| **YDATE** | Reorder requested. Draw date missing from Blood bank request or specimen. | TSS\_U |
| **YLBTSS** | Reorder requested. Sample mislabeled, incorrect patient. | TSS\_U |
| **YSIG** | Reorder requested. Signature missing from Blood bank request or specimen. | ITS |

**Appendix B (cont):**

|  |  |
| --- | --- |
| **General Department Codes** | |
| **Code** | **Translation of comment** |
| **YADPRV** | Test added to previous lab request. |
| **YBROK** | Reorder requested, sample broken or spilled in transit |
| **YCLOSE** | Appointment canceled. Test canceled. |
| **YCLOT** | Reorder requested, clotted |
| **YCOLL** | Reorder requested, collection problem |
| **YDATA** | Data entry correction, see updated information |
| **YDETL** | Cancel, see detail |
| **YDISC** | Canceled, patient discharged |
| **YDRWC** | Disregard results, wrong chart. |
| **YDUP** | Duplicate request |
| **YFUTUR** | Future order canceled by client. |
| **YHEM** | Reorder requested, hemolyzed |
| **YIMP** | Reorder requested, improper tube/sample type |
| **YINP** | Cancel, inpatient admission. |
| **YINST** | Cancel, instrument malfunction. |
| **YINTER** | Cancel, interfering substance present. |
| **YLACC** | Reorder requested, laboratory accident |
| **YLBL** | Reorder requested, label error |
| **YLINE** | Reorder requested, possible contamination of sample with IV fluid. |
| **YLOST** | Reorder requested, sample lost |
| **YNC** | Test run at no charge. |
| **YNPAT** | Reorder requested, patient not available |
| **YNR** | Not required |
| **YNSAMP** | Reorder requested, could not collect sample |
| **YNSR** | Reorder requested. No sample received. |
| **YOLD** | Reorder requested, stability limit exceeded |
| **YORDC** | Cancel, order changed |
| **YPND** | Please see patient's medical record for results. |
|  | Lab ordered is the same as other provider's request. |
| **YPROV** | Canceled by practitioner |
| **YPRT** | Patient refused testing. |
| **YQNS** | Reorder requested, quantity not sufficient |
| **YRESCH** | Rescheduled collection (To be used for ANY rescheduled collection) |
| **YRNCOL** | Cancel. Reorder as RN collect. |
| **YSMP** | Reorder requested, sample problem |
| **YTEMP** | Reorder requested, sample sent at wrong temperature |
| **YWUPRO** | Wrong test selected by UW Medicine Laboratory |
| **YWPRO** | Wrong test selected by practitioner |