**Purpose:**

This process provides an overview of workflow for resolving discrepant testing results.If discrepancy resolution is not complete before products are requested, refer to Trauma Response Process and Massive Transfusion Protocol for blood selection.

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| **Step** | **Action** | **Related Documents**  |
|  | **If** | **Then** |  |
| 1 | If ABO, RH or Antibody Screen test results exhibit the following:* + Current results do not match previous testing on record.
	+ Current results do not correlate between tube and TANGO methods.
	+ Current results do not correlate with patient personally communicated results.
 | Proceed to Historical Record Investigation below | Historical Data Resolution Policy |
| 2 | If ABO forward and reverse type do not agree or show unexplained mixed-field results on ABO antisera tubes | Refer to ABO Discrepancy Resolution Process | ABO/D Typing by Tube MethodABO Discrepancy Resolution Process |
| 3 | If Rh/D test results have positive reaction strength <2+, unexplained mixed-field reactions, or are negative when historical results were positive. | Follow the procedure for performing a weak D test.Utilize other manufactured sources of Anti-D | Weak D test by TubeABO/D Typing by Tube Method  |
| **Historical Record Investigation and Clerical Check** |
| 1 | Compare patient sample, label, paperwork and SQ result entries for the following information:* Full name: last, first, and middle name.
* Hospital identification number (HID)/Medical Record Number (MRN)
* Phlebotomist ID (recorded on both sample and order).
* Date and time of sample collection.
* Investigate alias names in ORCA/EPIC
 | Historical Data Resolution PolicySample Acceptance EvaluationSample Rejection Policy |

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| **Historical Record Investigation and Clerical Check** (continued) |
|  | **If** | **Then** |  |
| 2 | If **any** of the above patient identification is found discrepant:  | Request patient sample redraw. Pull all available patient samples.Do not result interpretation of current testing which was found discrepant.Reassign the blood bank computer orders to the correct patient HID account.Credit any orders that may have been completed on the wrong patient HID, as necessary.Perform testing on redraw sample. | SQ Order Entry Process |
| 3 | If **none** of the above patient identification is found discrepant | Proceed to repeat testing below with the existing patient sample. |  |
| **Testing** |
| 1 | If only ABO/ Rh testing was ordered | Repeat all immediate spin testing on appropriate samplesRecord results on Discrepancy worksheet. | ABO D by tube methodAntibody screen by LISS tube IATCrossmatch by LISS Tube IAT MethodABO/Rh Discrepancy WorksheetLIS Downtime Manual Bench Testing Form |
| 2 | If other testing was ordered on the specimen (Antibody Screen, DAT, Crossmatch) | Complete full testing phases on appropriate samplesRecord on LIS Downtime Manual Bench Testing form |

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| **Evaluate Discrepancy** |
| 1 | **If** | **Then discrepancy is** | **Take action** | Selection of Red Blood Cell UnitsSelection of Platelets, Plasma, and CryoEmergency Release Blood Allocation ProcessHMC Massive Transfusion ProtocolTrauma Response Process |
| Second set of test results matches original record, alternative test method or patient verbal account of testing, | Resolved | Interpret ABO/Rh, antibody screen, and/or other test results.Record on worksheet and in computer.Re-assign blood products as requested for patient transfusion. |
| Second set of testing results does not match original record, alternative test method or patient verbal account of testing, | Not resolved | In the event of urgent blood transfusion requests, issue universal donor type components and/or uncrossmatched components, as applicable.Notify TSL Manager and TSL Medical Director. |

**References:**

AABB Standards for Blood Banks and Transfusion Services, Current Edition.