



University of Washington Medical Center 1959 NE Pacific Street. Seattle, WA 98195 Transfusion Services Laboratory Policies and Procedures Manual	Original Effective Date: 05-23-2022	Number: PC-0099.01
	Revision Effective Date:	
TITLE: Reporting Patient Test Results and Verbal Provider Notification		

PURPOSE: To define policy and procedure to ensure accurate laboratory results are reported in a manner that support safe and effect patient care and complies with regulatory and accreditation standards.

PRINCIPLE & CLINICAL SIGNIFICANCE:

POLICIES:

- All results are reviewed for accuracy prior to electronic release in the laboratory information system (LIS)
- Read-back is performed and documented for verbal notification of test results or delay

ROLES	RESPONSIBILITIES
Transfusion Service Medical Director	<ul style="list-style-type: none"> • Participates in the development of reports • Approves the final format • Ensures interpretation, correlation, and effective communication of information • Provide direct notification and consultation to clinicians and/or patients for selected cases • Provide notification to the patient providers of adverse effects of transfusion including transfusion-transmitted diseases • Provide clinical information of adverse effects of transfusion to the blood supplier, when applicable
TSL Operations Manager	<ul style="list-style-type: none"> • Develop and update reports as required • Ensure accurate and timely reporting of laboratory results by laboratory personnel
QA Manager	<ul style="list-style-type: none"> • Review quality assurance reports associated with result reporting in the laboratory information system (LIS)
Transfusion Service Staff	<ul style="list-style-type: none"> • Review all results and component information are accurate prior to reporting in the LIS • Notify caregiver and document notification of <ul style="list-style-type: none"> ○ First time positive antibody screen ○ Test results with potential to delay transfusion ○ Corrected test results – refer to SOP <i>Sunquest Canceling Orders and Correcting Results</i>
TSL Customer	<ul style="list-style-type: none"> • Provides consultation on the content and format of laboratory reports to ensure reports support patient care needs.

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SPECIMEN REQUIREMENTS:

NA

REAGENTS/SUPPLIES/EQUIPMENT:

Reagents:	Supplies:	Equipment:
NA	NA	NA

QUALITY CONTROL:

NA

INSTRUCTIONS:

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- [Result Review Prior to Reporting in LIS](#)
- [Caregiver Verbal Notification](#)

[Result Review Prior to Reporting in LIS](#)

STEP	ACTION	
1	If results are from	Then
	Manual testing	Enter test results and interpretation in the laboratory information system (LIS)
	Automated testing	Transfer results to the laboratory information system (LIS)
2	Review reactions and interpretation for accuracy	
	If either are	Then
	Inaccurately entered	<ul style="list-style-type: none"> • Correct entry
	Discrepant	<ul style="list-style-type: none"> • Resolve discrepancy
3	Save test results in the LIS	

[Caregiver Verbal Notification](#)

STEP	ACTION	
1	Request to speak to the RN or physician attending the patient	
2	Ask the attending RN or physician for their first and last name	
3	Preface the result or information with two patient identifiers <ul style="list-style-type: none"> • First and last name • Medical record number (MRN) 	
4	Give them the result or information	
5	Ask them to readback	
	If for	Readback
	Test result (positive antibody)	Two patient two identifiers and result given

STEP	ACTION	
	Product delay only	Two patient two identifiers
6	If notification is for	Then
	Test result (positive antibody)	Document in LIS as a free text comment under the test: Test result reported. "RDBK"(readback) by xxxRN/MD to Tech ID @ DATE and TIME EXAMPLE: Positive ASCR reported. RDBK by John Smith RN to TR1234 @ 06/08/21 10:30
	Product delay	Document on the component order requisition: Delay reported. "RDBK"(readback) by xxxRN/MD to Tech ID @ DATE and TIME EXAMPLE: Delay communicated. RDBK by John Smith RN to TR1234 @ 06/08/21 10:30

CALCULATIONS/INTERPRETATIONS/RESULTS REPORTING/NORMAL VALUES/CRITICAL VALUES

NA

CALIBRATION:

NA

PROCEDURE NOTES AND LIMITATIONS:

NA

REFERENCES:

AABB Standards for Blood Banks and Transfusion Services, Current Edition

RELATED DOCUMENTS:

NA

APPENDIX:

NA

UWMC SOP Approval:	
UWMC CLIA Medical Director	_____ Date _____ Andrew Bryan, MD
Transfusion Service Manager	_____ Date _____ Nina Sen
QA Manager	_____ Date _____ Tayler Reeves
Transfusion Service Medical Director	_____ Date _____ Monica Pagano, MD
UWMC Biennial Review:	
_____	Date _____
_____	Date _____