Policies—Norman Regional Laboratory Services

Requesting laboratory tests

Acceptable laboratory test orders:

- Written on physician prescription forms
- NRLS Client Test Requisition Form
- Printed clinic EHR orders

Outpatient orders may be faxed to 405-307-1102, hand carried to a specimen collection site by the patient, or picked up with the specimen at a collection site by the laboratory mobile courier.

All Laboratory orders must include:

— Date the order was written
— Name of the Provider
— Provider address, fax and phone number
— Complete billing information
— Name and date of birth of the patient
— Test(s) ordered
— Reason for the test(s) or ICD-10 code(s)

Orders *written on a script* must also include the signature of the ordering physician (not required on laboratory request forms with preprinted client or physician information or electronically signed EHR order).

Specimens *dropped off by someone* other than the patient or *picked up by a laboratory courier* must also include:

— Date and time specimen was collected.

Testing cannot be completed without this information.

Client cancellation of laboratory orders

Notify laboratory staff as soon as possible when a requested laboratory procedure must be cancelled. Please be ready to provide the following information:

- Patient's Name
- Procedure to be cancelled
- Reason for cancellation
- Order date
- Person requesting the cancellation
- Patient's hospital account number (if inpatient)

*If a procedure or test has been completed, a cancelation is not possible.

When a laboratory specimen cannot be obtained

Two different people attempt to draw blood specimens from a difficult to collect patient. If neither collector is able to obtain a blood specimen with 2 attempts each, laboratory staff notifies the physician or physician's office staff for outpatients. After reviewing this information with the physician, other arrangements are made or the order is cancelled.

Laboratory specimen collection materials and supplies

Materials and supplies required for specimen collection and handling may be requested from the laboratory on a "Client Supply Order Form." Fax the completed form to 405-307-1065.

Specimen Rejection

It is the responsibility of laboratory staff to evaluate conditions which may affect test results and investigate questionable specimens before rejecting the specimens for testing. An electronic specimen issue routine is generated to document the handling of questionable specimens.
If an **outpatient** specimen is unacceptable, the laboratory staff will notify the requesting physician or other authorized representative (client, nursing staff, and physician office staff) and/or the patient.

Laboratory staff will:

- Identify the conditions for specimen's unacceptability and discuss alternatives for obtaining an acceptable specimen including requesting a new specimen when appropriate.
- Cancel the order and footnote reason with their initials.

When a specimen is ruled as unacceptable and rejected, this original specimen is placed in the quarantine location and not discarded until the usual specimen discard date is reached.

Common reasons for specimen rejection:

- Unlabeled tube or incorrectly labeled tube or specimen
- Inappropriate anticoagulant or preservative
- Inappropriate specimen container
- Contamination of a specimen with intravenous (IV) fluids
- Excessively hemolyzed specimen
- Inadequate specimen volumes or incorrect blood volume/anticoagulant ratio
- Inappropriate transportation of specimens (excessive time delays, leaking containers, inappropriate environmental exposure)
- Incomplete specimen collection
- Biohazardous specimens arriving at the laboratory without appropriate safety devices or in an unsafe manner (syringes with attached needles, contaminated specimen containers, etc.)
- The following information must be written legibly on the specimen at the time of collection:
    - Patient's legal name
    - Date and time of collection
    - Collector's initials
    - D.O.B.