

**ARNOT HEALTH
POLICY & PROCEDURE MANUAL**

POLICY #: LS.PAL.0091
TITLE: PROBLEM SPECIMENS

Page 1 of 2

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OWNER(S): LABORATORY, CLA SUPERVISOR

TITLE: PROBLEM SPECIMENS

There are occasions wherein a specimen is considered a problem specimen when any of the following conditions apply:

1. No date of birth.
2. Specimen came without a requisition.
3. Unable to read the patient's name.
4. Test was not marked.
5. Specimen is too old to perform.
6. Quantity not sufficient.
7. Specimen leaked on transit.
8. Wrong specimen container or tube type.
9. Unlabeled specimen.
10. Improper handling.
11. No Diagnosis

If this happens after office hours and we are unable to contact the doctor's office, the person receiving the problem specimen will have to do the following:

Procedure:

1. Fill out problem specimen sheet.
2. Attach a copy of the requisition. If there is no requisition, write the name of the doctor or office where the specimen came from.
3. Take the specimen, copy of requisition and problem sheet to the Charge Tech. He/ she (charge tech) must also initial the problem sheet. Depending on the test's stability (specimen will be too old if we wait the next day), the tech will decide whether to run the test off-line even though it has not been ordered yet.
4. Fax the problem sheet and requisition to the doctor's office where the specimen came from, indicating problem and the need for resolution.
5. Document on the problem sheet what was done to resolve the issue and initial the bottom of the form.

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Page 2 of 2

Procedure continued:

6. Make a copy of both the requisition and the problem sheet and put the original set in today's folder.
7. Place the copies in the hanging bin in Customer Service for follow up the next business day.
8. If unable to run the specimen, you will still need to register and order the test(s) for proper specimen tracking and documentation. And then cancel the test, making sure a cancellation reason, i.e. unlabeled specimen, quantity not sufficient, wrong specimen container, etc., has been entered. This will ensure that all specimen related issues are documented.

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