LB.18.2 Laboratory services/specimen collection manual is available to all relevant departments.

Standard Intent:

Because of the importance of clinical information, instructions must be included in a manual and made available at all sites where specimens are collected. Instructions must include procedures and instructions for proper patient preparation, positive patient identification, quality and quantity of sample, phlebotomy, recognizing and handling adverse reactions to phlebotomy, specimen labeling, requisition and required clinical data, specimen handling and transportation and list of specimen rejection reasons. It is acceptable for this information to be electronically available to users.

LB.19 The laboratory establishes Turn Around Times (TAT) for routine and STAT tests.

LB.19.1 Turnaround Times are clearly defined for routine and STAT tests.

LB.19.2 Turnaround Times are established in agreement with relevant clinical departments.

LB.19.3 Turnaround Times are communicated, Implemented, and monitored.

Standard Intent:

TAT needs to be defined clearly; Collection-to-reporting or receipt-in-laboratory-to-reporting. This definition needs to be included in written agreement or memo of understanding with all clinical departments, more importantly, with critical care areas. The agreement needs to include the expectations for TAT, requests for patients with special transfusion needs and the notifications of delays in obtaining suitable products, and transportation of components and products. Agreements should be approved by the medical staff, transfusion service medical director, and hospital administration. Furthermore, TAT needs to be monitored (mean or median TAT, or the percent of specimens TAT that falls within the established limits) and reported at predefined intervals.

LB.20 Requests for laboratory tests or services are complete and legible.

LB.20.1 Requests for laboratory tests or services bear sufficient information, including:

LB.20.1.1 Two patient's identifiers (patient's full name and medical record number).

LB.20.1.2 Patient Age and Sex.

LB.20.1.3 Patient location.

LB.20.1.4 Identification of the authorized ordering physician.

LB.20.1.5 Type of specimen and required test.

LB.20.1.6 Date and time of specimen collection.

LB.20.1.7 Identification of the phlebotomist or the person who collected the specimen.

LB.20.1.8 Additional clinical information, as required.