

LB.17.3.3 Corrective actions, whenever needed, are taken and documented.

LB.18 The laboratory has a services/specimen collection manual.

- LB.18.1 The laboratory develops a services/specimen collection manual that includes the following:
 - LB.18.1.1 Available tests and services on and off-site (reference laboratory) and their Turn Around Times (TAT).
 - LB.18.1.2 Methods of patient preparation.
 - LB.18.1.3 Procedures for positive patient identification.
 - LB.18.1.4 Quality and quantity of sample.
 - LB.18.1.5 Phlebotomy and sample collection procedures.
 - LB.18.1.6 Recognizing and handling adverse reactions to phlebotomy.
 - LB.18.1.7 Specimen labeling.
 - LB.18.1.8 Requisition and required clinical data.
 - LB.18.1.9 Specimen handling and transportation.
 - LB.18.1.10 Specimen rejection criteria.
- LB.18.2 Laboratory services/specimen collection manual is available to all relevant departments.

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.

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.

LB.21 The laboratory ensures correct specimen labeling.

- LB.21.1 The laboratory implements policies and procedures to ensure correct specimen labeling, including:
 - LB.21.1.1 Labeling of the specimen containers is conducted immediately after sample collection at the patient side.
 - LB.21.1.2 Two Patient's identifiers (patient's full name and medical record number).
 - LB.21.1.3 Date and time of sample collection.
 - LB.21.1.4 Identification of the person collecting the specimen.