

1. PURPOSE

To receive or collect, examine, report urgent samples immediately after urgent sample arrives to the laboratory to meet medical emergencies as and when required

2. SCOPE

For samples referred by clinician as “Report on urgent basis” or informed over phone to Lab In-charge technician / Quality Manager. Other urgent requests are also accepted and reported on next priority to medical emergencies

3. RESPONSIBILITY

- a. Lab Manager
- b. Quality Manager

4. REFERENCE

- a. Quality Manual
- b. QSP: Critical Alert Reporting

5. PROCEDURE

Reception in charge, immediately after getting a call for urgent test request from clinician, or observed on prescription.

6. INSTRUCTIONS ON RECEIPT

- a. If patient come, he/ she is directed to sample collection on first priority basis
- b. For patient collected/outside samples do not reject the sample for under volume, illegible patient details, collect the details from patient once the sample is sent to lab
- c. Label/stamp as **URGENT** and send the sample with test request form, later register the tests with help of phlebotomist /patient/care taker/ sample transporter.

7. PROCESSING AND REPORTING OF SAMPLES

- a. Samples received by lab immediately with TRF stamped **URGENT** along with the sample
- b. Perform the tests in STAT mode for fast analysis and report generation
- c. Give priority for URGENT samples from centrifugation, Analysis, reporting, verbal communication documentation
- d. Sample are examined on first priority basis
- e. Results are interpreted by concerned section consultants and informed to clinician as per verbal requesting policy (Read back the results over phone) and later reports are and dispatched to patient
- f. Turnaround time for urgent samples (stat tests) is as mentioned below

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8. URGENT SAMPLE TURNAROUND TIME

Department	Scope	TAT for Urgent samples
Biochemistry	NABL Scope Parameters	2 Hours

- a. Turnaround times as well as any feedback from clinicians in relation to it are recorded and reviewed by the QM

9. TROUBLE SHOOTING

- a. For any reason reject after informing situation to Quality Manager / Lab Director
- b. Then the clinician will be informed about inappropriateness of sample
- c. Samples will be processed in URGENT priority basis when clinician requests for medical emergencies only
- d. Other urgent conditions are also accepted and reported on next to medical emergencies

10. RECORDS

S. No	Record	Responsibility	Retention Period
1.	Urgent Samples Register	Lab Incharge	1 Year

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