MHC Laboratories Test Submission, Rejection, Addition & Cancelation Guide

Requisitions
A paper or electronic requisition must accompany specimens submitted for testing. Outpatients must present a requisition at the time of service or their requisition must be available electronically or by fax. (Requisitions may be faxed in advance of outpatient services to 231-935-3203).

The following information is required on the requisition:

Ordering Provider Information:
- ☐ Ordering Provider Name
- ☐ Ordering Provider Signature
- ☐ Ordering Provider Address
- ☐ Ordering Provider Phone/Fax (not required but helpful for communicating results)

Patient information: Patient identifies on requisition must exactly match those on specimen label.
- ☐ Patient's Legal Name (First, Last, and Middle Name or Initial)
- ☐ 2nd Unique Patient Identifier:
  - ✓ Patient's Birth Date
  - ✓ Medical Record Number
  - ✓ Last 4 digits of the Social Security Number
- ☐ Patient Sex

Test & Medical Necessity Information:
- ☐ Test Order Date
- ☐ Test(s) Requested
- ☐ Medical Necessity (Description or ICD10 Code)

Additional Comment Information: Not required unless applicable
- ☐ Patient Instructions for Fasting and/or Medication Use
- ☐ Priority Status Other Than Routine
- ☐ Serial Order Test Frequency
- ☐ Copy to Provider Instruction
- ☐ Fax or Call Result Instruction

Specimen Labeling
Proper patient identification and specimen labeling is a critical step in ensuring safe quality laboratory results. Collectors are responsible for performing patient identification, TWO positive patient identifiers, at the time of collection and labeling specimens with the below requirements in the presence of the patient.

The regulatory agencies that accredit MHC Laboratories; Joint Commission Accreditation Healthcare Organization (JCAHO) and College of American Pathologists (CAP), require the below criteria for specimen labeling.

The following specimen labeling components are required by JCAHO & CAP:
- ☐ Specimens must be labeled with TWO patient identifiers
  - ✓ Patient Legal First and Last Name
  - ✓ 2nd Identifier
    - Patient's Date of Birth
    - Medical Record Number
    - Last 4 digits of the Social Security Number

Specimen Labeling Additional Information: Not required unless applicable to specimen type

- Collection Date and Time
- Specimen Source or Type (example culture site or tissue site)
- Collection Duration (example 12 hour or 24 hour timed urine)
- Collection Time for serial draws (example 30 minute, 1 hour, 2 hour, 3 hour)
- Order of Draw Tube # (example CSF #1, #2, #3, #4)
- Preservative Added (example acetic acid for 24 hour timed urine)

Note: Omission of this additional information could result in delay of testing and require completion of a Problem Specimen Resolution Form.

Blood Transfusion Specimens

Proper patient identification and specimen labeling is a critical step in ensuring safe quality laboratory results. The regulatory agency that accredit' s MHC Laboratories has additional criteria related to specimens submitted for transfusion of blood products.

The following additional specimen labeling components are required by CAP:

- Specimens must be labeled using the LIS barcode system or hand labeled in indelible ink from the patient's wristband.
  - ✓ Patient's Full Name (spelled exactly as on the wristband)
  - ✓ Patient's Medical Record Number
  - ✓ Collection Date and Time
  - ✓ Collector's Initials

Note: Collector's utilizing the LIS barcode scanning system can label specimens with LIS generated label after scanning patient wristband and confirming two patient identifies. LIS label has all required information.

Specimen Rejection

Specimen integrity is critical to ensuring safe quality laboratory results. On occasion, specimens may be rejected for any or more of the following reasons below.

Specimen Rejection Policies:

- Incorrectly, labeled specimens (see definition below) can be deemed acceptable for testing by completion of a Specimen Problem Resolution Form.
- Mislabeled specimens (see definition below) will be rejected unless deemed irretrievable.
- Unacceptable specimens (see definition below) will be rejected unless deemed irretrievable by the Medical Director.
- Irretrievable specimens (see definition below) cannot be recollected and may be deemed acceptable for testing by completion of a Specimen Problem Resolution Form.
  - ✓ A provider may consult with a Pathologist to have a specimen, outside of those listed in this policy, declared irretrievable. A Specimen Problem Resolution Form needs to be completed.
- Rejected specimens will be retained in a specially designated area, for completion of investigation. The specimens must be held one full day. Staff should register and order the testing then credit with valid reason. "Spelling mismatch" or the like.
- Incorrectly labeled, mislabeled or unacceptable Blood Bank specimens require recollection, without Exception.

Incorrectly Labeled Specimen: These specimens require clarification before they can be used for testing:

- Does not apply to Blood Bank Specimens; these specimens must be recollected.
- Specimen and requisition have identically matched two patient identifiers. However, one of these identifiers do not match previous patient records.
- Specimen and requisition have identically matched two patient identifiers. However, other required information is missing or incorrect.
  - ✓ Date
  - ✓ Time
  - ✓ Identification of collector
  - ✓ Specimen source, when indicated

Mislabeled Specimen*:* Incorrect or missing identification information:

- Incorrect name (including misspelling) or no name on the label.
- Incorrect second identifier or no second identifier on the label.
- Incorrect additional identifiers on the label.
- Specimen container unlabeled (No label on the specimen).
- Specimen and requisition do not match
- Specimens for preparation of blood products from Blood Bank that do not follow the hospital procedure for Blood Bank Specimen Labeling

Unacceptable Specimen: Specimen not able to be used for testing, due to specimen quality. Possible specimen problems (examples, not an all-inclusive list):

- Container is leaking
- Hemolysis, clotted or contaminated specimens
- Inappropriate specimen storage
- Label or requisition is illegible
- Quantity not sufficient for testing
- Specimen not properly processed for testing
- Transportation not timely
- Wrong collection method
- Wrong container type
- Wrong/Missing Source, if indicated

Retrievable Specimen: Specimens that can be recollected.

- Any specimen not on the irretrievable specimen list (below).

Irretrievable Specimen: Specimen types identified in this procedure or through agreement between the practitioner and pathologist that cannot be recollected. These include the following specimen types:

- Aborted fetal material
- Amniotic fluid
- Arterial blood gasses
- Blood specimens involving special endocrine stimulation studies where patient preparation includes dosing the patient prior to collection (examples might include renin, aldosterone, cortisol).
- Body fluids (except blood and urine)
- Bone marrow
- Bronchial wash
- Catheter tip
- Cerebrospinal fluid
- Chain of custody specimens
- Intra-abdominal or intrathoracic blood from radiology-guided collection.

- Products of conception
- Suprapubic urine collections
- Surgical or tissue specimens or slides with tissue imprints
- Synovial fluid
- Urinary Calculi

Every effort will be made to resolve specimen problems, but delay in testing could occur during problem resolution.

- ✓ For retrievable specimens collected at a MHC laboratory, recollection processes will be initiated by the laboratory staff directly with the patient. The test cancelation reason will be reflected in the laboratory information system (LIS) notifying ordering providers via report process.
- ✓ For retrievable specimens collected by offices, the laboratory will notify the office when specimens do not meet testing criteria or require a Specimen Problem Resolution Form. Offices will determine if recollection is required. MHC laboratories offer many convenient locations for patients to visit to support recollection.
- ✓ For irretrievable specimens with processing sensitivity, testing may be initiated but results held until Specimen Problem Resolution Form is completed. Offices will be notified and specimen's sent back for correction and Specimen Problem Resolution Form competition via courier system. However, if testing was initiated for specimen stability, offices will need to visit the laboratory to complete correction and Specimen Problem Resolution Form prior to release of test results.

Test Additions

Tests may be added to a specimen provided the proper specimen is available, stability requirements are met, and sufficient volume exists to perform the test. Please call the performing hospital laboratory to request the additional test. The laboratory staff will record and read back the order to verify the order was accurately communicated.

The following information is required to perform additional testing:

- Patient name
- Patient Date of Birth
- Collection date and time
- Test(s) to be added
- ICD-10 diagnosis code(s) or narrative
- Physician name/signature

The same information on a written order (fax is acceptable) with an authorized signature is required by regulatory agencies (JCAHO & CAP) for all verbal requests.

Test Cancellations

Tests can be cancelled without charge if cancellation notification is received while specimens are in transit or before assay. Please phone the performing hospital laboratory to request test cancellation. If testing has been completed, requests for cancellation of charges will be referred to the laboratory leadership staff.