Name of Policy: Specimen Quality Feedback
Policy Number: 3364-107-122
Department: Pathology-Laboratory
Approving Officer: Chief Executive Officer-UTMC
Director, Clinical
Responsible Agent: Pathology/Hematopathology
Administrative Director, Lab
Scope: Pathology-Laboratory

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(A) Policy Statement

Mechanisms are available to provide feedback to the phlebotomists on the quality of the specimens that are drawn.

(B) Purpose of Policy

The quality of testing is dependent on the quality of the sample. It is essential to provide feedback to the collector of the specimen if the sample is suboptimal.

(C) Procedure

1. If a specimen needs recollected from an outpatient, a recollect “order” is sent to appropriate OP draw site and the patient is called to have the specimen recollected. The phlebotomist is also notified at this time.
2. If it is an inpatient, the original order is cancelled with a comment regarding the reason for cancellation, recollect labels are printed and the specimen is recollected. Depending on difficulty of drawing the patient and/or time of day the original phlebotomist may or may not redraw the patient.
3. If an inpatient blood or urine specimen is mislabeled in any way by laboratory staff, the testing is recollected as soon as possible and the laboratory staff member is counseled.
4. Audits on quality will be performed by reviewing the Cancel QA report in HLAB and feedback will be given to collector.

Approved by:

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Policies Superseded by This Policy: OP-19