


Name of Policy: Specimen Quality Feedback Policy Number: 3364-107-122 Approving Officer: Medical Director, Clinical Pathology Responsible Agent: Director, Clinical Pathology Administrative Director, Lab Scope: Pathology Laboratory University of Toledo Medical Center		 Effective date: 01/04/2025 Original effective date: 03/01/2013	
Key words: Phlebotomist, specimen quality, feedback, recollect order, mislabeled sample			
<input type="checkbox"/>	New policy proposal	<input type="checkbox"/>	Minor/technical revision of existing policy
<input type="checkbox"/>	Major revision of existing policy	<input checked="" type="checkbox"/>	Reaffirmation of existing policy

(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 to be 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 using the redraw option with a comment regarding the reason for cancellation. This will create a new order and place the test back at a status for phlebotomy to recollect. Depending on difficulty of drawing the patient and/or time of day the original phlebotomist may or may not redraw the patient.
3. Depending on difficulty of drawing the patient and/or time of day the original phlebotomist may or may not redraw the patient.
4. 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.
5. Audits on quality will be performed by reviewing the Redraw report in Epic Beaker and feedback will be given to collector.

<p>Approved by:</p> <p><u>/s/</u></p> <p>Name: Amira Gohara, M.D. Title: Medical Director, Clinical Pathology</p> <p><u>1/10/2025</u></p> <p>Date</p> <p><i>Review/Revision Completed by:</i></p> <p><i>Joshua Otiso, Administrative Director, Lab</i></p>	<p>Policies Superseded by This Policy:</p> <ul style="list-style-type: none">• <i>OP-19</i> <p>Initial effective date: 03/01/2013</p> <p>Review/Revision Date: 01/04/2025</p> <p>Next review date: 01/04/2027</p>
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