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Owner	Julie Boehme: RMH DIRECTOR LABORATORY EX
Area	Lab: Specimen Collection
Applicability	CentraCare - Laboratories
Laboratory Tags	Lab-Rice Memorial Hospital (19), MULTIPLE DEPARTMENTS

Zero Tolerance Specimen Labeling

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PURPOSE

To minimize patient safety risk and maximize patient satisfaction, all specimens must be labeled correctly when collected. This positive patient identification:

A. Prevents the need for re-collection, thus minimizing the safety risk of another collection.

B. Maximizes patient quality of care and provider satisfaction of not having to collect another specimen.

C. Reduces the potential for mismatching specimen and patient in the laboratory.

D. Eliminates inefficiencies of having to track a poorly labeled specimen for proper identification.

Scope

A. All specimens

B. All staff who collect and submit patient specimens to the laboratory

Specimens

All specimens

Materials and/or Equipment Needed

Laboratory Specimen Information Correction Report

PROCEDURE

A. Verify patient identification (full name and one unique identifier of birthdate or medical record number).

B. Specimen labels require accurate and legible patient identification with a minimum of **full first and last name** and at least one unique identifier on the label (date of birth, medical record number, or social security number). **Whenever possible, label the containers for blood and other samples in the presence of the patient.**

   1. Inpatient samples must be labeled at bedside.
   2. Ambulatory or outpatients must remain in collection area until samples are labeled.

C. Specimen label must be **on** the specimen container (not lid).

D. Specimen label must exactly match the identification and unique identifier on the requisition.

E. The following will be **rejected**:

   1. **Unlabeled specimens**
      a. No patient identification directly on specimen.
      b. Labeling of plastic bag containing the specimen container.
      c. Labeling of specimen container lid.
   2. **Incomplete identification of specimen**
      a. Identification without full first and full last name.
      b. Name without at least one unique identifier
   3. **Mislabeled specimens**
      a. Name or unique identifier on specimen does not exactly match name or unique identifier on requisition.
   4. **Miscellaneous required information per specific laboratory department missing** (refer to Laboratory Specimen Labeling Policy).
      a. Anatomical locations including left and right
      b. Specimens too long in transport

F. Upon receipt of mislabeled/unlabeled specimen:

   1. Laboratory will notify submitting department or client and explain what the discrepancy is and that the specimen will be rejected.
   2. Request new specimen with a new order/requisition
   3. Cancel original order in laboratory LIS and credit test charge. Document personnel notified of the cancellation in LIS.

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4. Place specimen in the Rejected Specimen Rack at the appropriate storage temperature in client services.

Exceptions to the Policy

A. Accepting an improperly labeled specimen may be permissible when staff cannot reasonably collect it again or when a rejection would result in significant treatment delay.

B. Department or client who submitted the specimen will be notified by phone of the labeling problem. It is the department or client's responsibility to notify the correct provider of the specimen labeling discrepancy.

C. Laboratory will save the specimen and fill out the top portion of a Laboratory Specimen Information Correction report form and fax to the department or client responsible who submitted that specimen.

D. Responsible department or client will fill out the bottom portion of the faxed Laboratory Specimen Information Correction Report, sign, and fax back to Rice Laboratory.

E. When form is completed and faxed back to the laboratory, staff will continue processing that specimen and will make a comment about the specimen labeling on the final report.

F. Start a Correction Routing Cover Page to help complete the correction process.

G. Emergency- if no patient identification is available the unidentified patient is given a numbered arm bracelet and all requisition forms and specimens are identified by that number until identification is possible.

H. Steps to take if a client requests to have the identity of a received sample changed and it is an irreplaceable sample (samples that can be recollected, should not be relabeled as a different patient):

1. Let the client know you will be sending them a Correction Report to be filled out and that it needs to be filled out completely in order to have the report modified.
2. Fill out the details of the correction from the Rice Laboratory standpoint.
3. Fax the Correction Report to the client to be completed and signed.
4. Once the form is received back at Rice Laboratory, have the LIS specialist transfer the patient data or change the demographic information to issue a **new report if needed**.
5. Scan and attach a copy of the completed Correction Report to the patient sample following the scanning protocol for patient results.
6. Route the corrected report to the appropriate location following standard protocol, using the Correction Routing Cover page as a guide.

Results that need to be erased from patient records (This procedure to be carried out by LIS staff)

A. There may be circumstances where completed patient results have to be deleted from his/her

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permanent record. An example may be where an outreach client calls after results have been received and they discover the sample was labeled with the wrong patient's demographics. The outreach client then wishes to have all results deleted out of the patient's record.

B. The following steps must be followed in order to erase results from incorrect patient's record, but keep results in our system:

1. Fill out Correction/Rejection form, fax to client and wait for fax to come back before proceeding with the following steps.
2. Fill out a Quality Improvement Form if needed with details from the situation and route appropriately.
3. Perform a result correction in Beaker..
    a. Access the Result Entry activity.
    b. Enter in the Specimen ID or search by patient name.
    c. Click on the Action Button (Θ) and select Result Correction.
    d. Enter a Result Correction reason and select Confirm Correction.
    e. Click Edit.
    f. Scan correction form into the results by using the Scan function. Uncheck the box so the scanned correction form does not post to the chart.
    g. Delete all results.
    h. The system automatically adds the 'Previously reported as…' statement to all of the results.
    i. Enter in a comment in the white Comments box.
        i. An example comment is "Received phone call from client name, date, and time stating that specimen type results on patient name was not on the correct patient. Moved result over to Incorrect Patient file in Copia in order to get results out of patient history. Facility name will collect and order on correct patient in the future if necessary.
    j. Click Save.
    k. Click Final Verify.
        i. You will have to Acknowledge Warnings and Confirm Final.
4. Move the incorrect order to Patient, Incorrect patient file in Copia.
5. Print labels out of Beaker with the name Patient, Incorrect on them. Attach to requisition and sample(s) that were labeled incorrectly. Initial patient labels.

C. If the testing was performed at Mayo Medical Laboratories or another reference lab used by RMH Lab, call the appropriate reference lab and tell them to cancel the test that was performed under the incorrect patient. Document the name of the person you talked to at the reference lab in the Comment as described in B.1.i.

D. Billing: All charges for tests performed under the incorrect patient must be billed back to the submitting facility.

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1. Work with lab billing staff to determine what steps to take to make sure this happens correctly.

REGULATORY CITATIONS

Facility specific, none stated

REFERENCES

Joint Commission – National Patient Safety Goals (NPSG.01.01.01), January 2019

CLIA interpretive Guidelines 2019 - §493.1232 Std: Specimen Identification and Integrity

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Attachments

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Laboratory Specimen Correction Form (PDF Version).pdf

Laboratory Specimen Correction Form.doc

Approval Signatures

Step Description	Approver	Date
	Carnita Allex: RED PRESIDENT CC REDWOOD EX	02/2023
	Karen Samuelson: RMH DIRECTOR LABORATORY EX	02/2023

Applicability

CentraCare - Laboratories