

**HACKETTSTOWN REGIONAL MEDICAL CENTER
LABORATORY POLICY MANUAL
OUTPATIENT DRAW PROCEDURE FOR WEST WING**

Effective Date: August, 2002

Cross Referenced:

Reviewed Date: 4/25/12

Revised Date: 12/09, 1/1/12

Policy No: PHLEB 100.11

Origin: Phlebotomy

Authority: Laboratory Director

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PURPOSE: To delineate the process for outpatient laboratory patients to be registered, obtain phlebotomy services, and have their specimens received into the Laboratory for testing

PROCEDURE: As follows.

1. Upon entering the West Wing Outpatient lobby, the patient goes to registration and presents their paperwork (prescriptions, insurance, id etc).
2. Registration staff will register the patient and check paperwork for doctor's orders, and insurance information. The patient will then be directed to the draw site with a copy of their orders.
3. Laboratory assistants or the greeter will enter the doctor's order in to Cerner using **Department Order Entry**. Initial Physician orders before handing to the phlebotomist. This states that you have verified the patient name and entered the orders.
4. Laboratory assistant then calls the patient by name to the draw room. After introducing themselves, positive identification is obtained by asking the patient to state his/her full name and date of birth. Confirm the spelling of their name. Do not ask the patient if his name is John Smith – have the patient respond to your request to state is/her full name and date of birth. Phlebotomist will initial slip after carefully checking that all orders were entered properly by the Greeter.
5. After seating the patient, blood is drawn according to SOP.
6. Specimens are labeled in the presence of the patient. Phlebotomists initials and time of draw are written on the specimens and label for filing.
7. After confirming that the patient has not had any adverse reactions to the phlebotomy procedure, escort the patient out of the draw area.
8. The phlebotomist who drew the blood is responsible for performing **Specimen Log in** in Cerner and logging the specimen into HRMC LAB.
9. Specimens are then sent to the lab at regular intervals.
10. **If the patient is a recurring or series Outpatient, see procedure below:**
 - 1) **INITIAL VISIT:**
 - a) Patients arrive at registration with a reoccurring lab order. Patient is registered in Cerner as a series outpatient. The FIN (financial number) will be used whenever this patient presents for blood work relating to the original prescription.
 - b) Patient is directed to the MOB draw station or First floor laboratory if MOB is closed.
 - c) The lab assistant will create a WHITE PLASTIC CARD in the following manner.
 - i) A registration label is placed on one side of the card
 - ii) On the back of the card, write the expiration date of the prescription

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- iii) On the back of the card, write the tests to be ordered and any other important information (ie: fax results).
- d) Upon completion of the phlebotomy, the copy of the script is placed in the Series Book in alphabetical order. The WHITE CARD is given to the patient.
- e) Instruct the patient as to the information on the card and that they need to present the WHITE CARD every time they come for blood work.

2) RETURNING VISIT:

- a) When a patient presents with a WHITE PLASTIC CARD. Review the information on the card. Compare the information to the original script in the Series book and with the presented patient. If all information is accurate, the phlebotomy may proceed.
- b) If a patient presents with an expired WHITE CARD, instruct them that we will perform the test this time but that they need to obtain a new prescription for their next visit. Instruct the patient that the Doctor can fax a new script if there is no need for an office visit.. If the patient presents again with an expired prescription, we (the lab) will contact the Doctor to obtain the new prescription.
- c) When a patient presents with a NEW PRESCRIPTION, do not have them re-register. Create a new WHITE CARD, with the new expiration date. Place a COPY of the new script in the Series Notebook. The original script is placed in the front pocket of the Series book.
- d) Lab Assistants will follow up with any original prescriptions. A face sheet will be obtained from registration and the original prescription will be attached to it and this will be forwarded to medical records for filing with the chart.
- e) If there is a change in Doctor, diagnosis, or tests, contact Registration and have the patient re-register.

PROCEDURE NOTES:

- No reoccurring outpatient will be turned away for an expired prescription.
- It is the laboratory's responsibility to monitor the expiration and clinical information of a series patient.
- If a patient is having difficulty obtaining a new prescription, the lab will follow up with the physician.
- Any issues or problems with this process will be brought to the attention of a supervisor in a timely manner.