



Dept.:	Laboratory Services
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Replaces:	v.7 Laboratory Collection for Nursing Home and Assisted Living

Title:

Laboratory Collection for Nursing Home and Assisted Living

Approvers:	
<ul style="list-style-type: none"> Brian Hornback (Medical Director-Laboratory) 08/29/2023 	
Reviewed By:	Writer:
<ul style="list-style-type: none"> Lab Manager - Quality, Blood Bank, and Client Development 	Laboratory Services
Frequency:	Audience:
Biennial	Laboratory Services

Principle:

- Riverview Health Laboratory provides courier phlebotomy service to collect blood samples and transport samples to the laboratory for testing. The service is contracted for respective facilities through Riverview Health.
- Courier and collection services are defined in this policy and are provided in compliance with the policies and procedures established through Riverview Health Laboratory.
- In the event of a pandemic or local infectious disease outbreak, the services provided and procedure may be modified according to Hospital Incident Command, Local, State, and Federal directives. A modified sample collection plan may be activated to mitigate risk of exposure or spread among facilities.

Policy:

- Routine Morning Collection Service:
 - Routine Morning blood collection days are determined at the time of agreement between the client and Riverview Health.
 - Lab Order Requisition is completed by the client to indicate required service, start date, and frequency.
 - Lab can accept electronic order requests via interface as agreed upon between the client and Riverview Health.
 - Blood is collected between 6:00 am and 10:00 am on routine morning collection days.
 - Routine collection will not occur on holidays. Holidays include New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
 - Any scheduled lab falling on one of these days will be cancelled.

- ii. Separate one-time lab orders will be required for any labs missed due to a holiday. It will be the responsibility of the facility staff to provide the lab with separate order if lab is needed on a day prior to or after the holiday.
 2. When draws are ordered for additional days of the week, all efforts will be made to collect the blood between 10:00 am and 2:00 pm on the date requested. Facility charge fees will apply for late orders and same day orders.
 - a. Late order is defined as a lab order that arrives in lab between 5pm the day prior and 6am the day of the request.
 - b. Same day order is defined as a lab order that arrives in lab after 6am on the day of the request.
 3. Sample Pick-up/Courier Service:
 - a. Routine courier pickup routes are provided for all clients. Routine pickup times will be set on Mon-Fri.
 - b. Weekend courier pickup routes are provided upon request. Weekend courier pickup times will occur on Saturday and Sunday.
 - c. Holiday courier service will be provided upon request. Holiday courier pickup times will follow the weekend courier schedule.
 - d. Contact Riverview Health Laboratory to arrange for additional courier pick-ups if sample cannot be held until next scheduled time. Facility charge fees will apply for additional stat courier pickups.
 - e. Verify order has been sent to lab. Lab will be unable to dispatch a courier until order is received.
 - f. Verify sample is properly labeled with full name and date of birth, collect date and time, and source.
 - g. Notify Riverview Laboratory that a sample is ready to be picked up.
 - i. Provide location for courier to find sample such as room number/unit, door to enter.
 - ii. Provide number of samples expected to be picked up and type (urine, swab, etc).
 - h. Place sample(s) in designated courier pickup location.
 - i. Riverview Health Lab representative will contact courier to request additional sample pick-up.
 - i. Record location of pick up, # samples.
 - ii. Obtain patient names and verify we have received orders (check non-blood file and fax machine for orders).
 - iii. Remind client to properly label samples.
 - iv. Call courier service dispatch and give details of pickup and delivery.
 1. Client name, address if needed
 2. Location of pickup (room number/unit) or specific instructions from client
 3. Number of samples and types expected
 4. Deliver to Riverview Lab (Noblesville)
 - v. Record route number and patient name(s) on the courier clipboard.
 4. Stat Collection Service:
 - a. A phone call and written order request is required and must be sent to the lab by 5:00 pm for same day Stat collection service.
 - i. Requests received after this time will be collected next day by 12:00pm.
 - ii. Urgent needs should be called to the lab to arrange timely collection service.

- b. Stat labs will be collected within 4 hours of the request and will not be collected by Laboratory after 9:00 pm.
 - c. Stat collection requests will only be completed for those tests listed on the STAT Test List provided in this document. Facility charge fees for STAT blood collection service will apply.
 - d. All other tests will be completed either with the morning (6-10am) or "Same-day" (10-2pm) collection round, according to scheduled draw days.
 - e. Call the laboratory to cancel any Stat request as soon as possible.
5. Providers scheduling labs shall be provided a copy of this policy by the client facility.
6. Stat Test List:

Acetaminophen	Body Fluid Cell Count	Electrolytes (Na, K+, Cl-)	Potassium (K+)
Acetone	Calcium (Ca)	Fibrinogen	PT/INR
Alkaline Phosphatase	Carbamazepine	Glucose	RSV Antigen
ALT	CBC	Gram Stain	Salicylate
Ammonia	Chloride (Cl-)	Hemoglobin/Hematocrit	Sodium (Na)
Amylase	CK Panel	Influenza A&B	Strep A Antigen
APTT	CMP (Comprehensive Metabolic Panel)	Ionized Calcium (Ca++)	Theophylline
Arterial Blood Gas (ABG) **	CO2	Lactic Acid	Troponin I
AST	Creatinine	LDH	Urinalysis (UA)
BMP (Basic Metabolic Panel)	CSF Cell Count, Glucose, Protein	Magnesium (Mg)	Valproic Acid (Depakote)
Bilirubin	Digoxin	Mono (IgM)	
Blood Cultures	Dilantin (Phenytoin)	Phenobarbital	
BUN	Drug Screen	Platelet Count	

Related Documents:

1. [Outreach - Lab Assistant/Driver Responsibilities](#)
2. [Mileage Reimbursement - Nursing Home Lab Collections](#)
3. [Pre-analytic Problem Resolution - Laboratory](#)
4. [Quality System Essential: Customer Service and Satisfaction](#)