



Workflow for Occult Blood X 3, stool Outpatient

Only Orderable at: MIB GI LAB, MIB Medical Clinic, OSS Specialty, Cobleskill Specialty and Herkimer Specialty

- **Clinician at the following clinics will:**
 - Enter orders for Occult Blood X 3, stool Outpatient **during patient encounter** or Create an “orders only encounter” to order the Occult Blood X 3, stool Outpatient (LAB695) **if mailing**
 - cc Support Personnel so they can assist with follow up
 - Route “orders only encounter” to AOA

- **Administrative/Clerical Support Staff will:**
 - Generate letter for the patient **if mailing**.
 - Print letter for mailing and send via MyChart if patient has an active account.
 - Occult Blood X 3, stool Outpatient collection kits can be obtained from the MIB laboratory only by calling CLP at 547-3975.
 - Print three extra patient registration labels and place on each card prior to handing the patient the card, or Write patient’s name, MRN, or DOB on all 3 of the sample cards prior to sending to patient.
 - If mailing Pack all Occult Blood X 3, stool Outpatient kit materials in white plastic pouch then place in postage paid return envelope. Write patient’s address on large envelope. Place stuffed return envelope and patient letter inside. Send to patient.

- **Clinical Support Staff will:**
 - Prior to giving collection kit to patient Print three extra patient registration labels and place on each card prior to handing the patient the card, or write patient’s name, MRN, or DOB on all 3 of the sample cards
 - Prepared Occult Blood X 3, stool Outpatient collection kits can be obtained from the MIB laboratory only by calling CLP at 547-3975, no more than 10 kits will be sent at a time.
 - Any Network Laboratory can distribute prepared kits to patients or orderable clinics.
 - Educate Patient on Specimen Collection and Proper labeling, instructions are included in the collection kit.

- Returned kits will be processed by the BMC lab and results will be automatically sent to ordering clinician and person’s cc’d on the order.

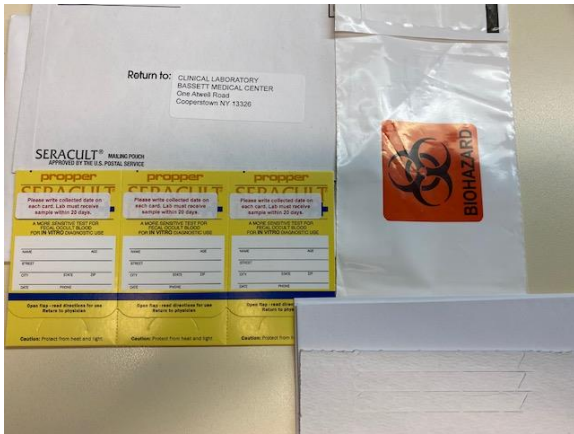
- Clinician will follow up with patient, refer for diagnostic testing if needed, and update health maintenance section



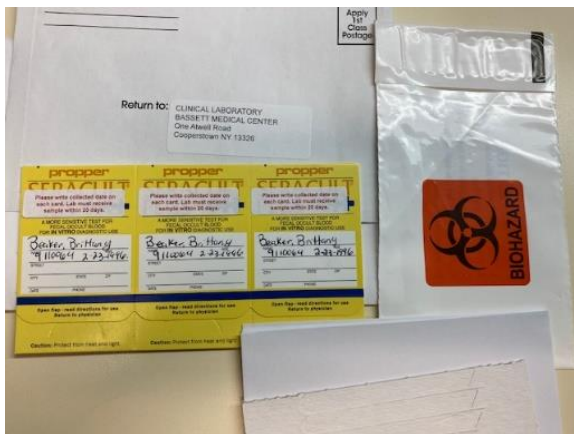
Workflow for Occult Blood X 3, stool Outpatient

Only Orderable at: MIB GI LAB, MIB Medical Clinic, OSS Specialty, Cobleskill Specialty and Herkimer Specialty

Occult Blood X 3, stool Outpatient kits:



How to label Occult Blood X 3, stool Outpatient kits prior to sending or giving to patient:



1. If a patient calls with general questions regarding an Occult Blood X 3, stool Outpatient kit from clinician order, route to Clerical Support Staff then escalate to RN if education is needed.
2. Provide outreach:
 - i. First outreach phone call within 7-10 days of Occult Blood X 3, stool Outpatient orders, sooner if possible.
 - ii. Script for phone messages, "Hello, this is (name) calling from (name of clinician's) office at Bassett. I want to let you know that you'll be receiving a mailing from the clinic. Please, call me back at (phone number) for more information."
 - iii. Also, utilize MyChart if patient is signed up.
 - iv. If contact is achieved, provide assistance with overcoming barriers to screening, help scheduling appointments, continued follow up, etc.



Workflow for Occult Blood X 3, stool Outpatient

Only Orderable at: MIB GI LAB, MIB Medical Clinic, OSS Specialty, Cobleskill Specialty and Herkimer Specialty

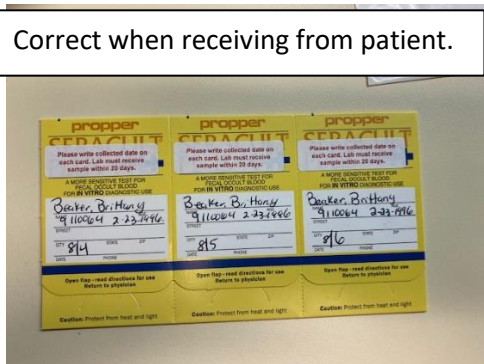
- v. Provide education to patient on proper specimen collection and labeling.
- vi. Final letter after three phone calls.

- **Receipt of returned or dropped of Occult Blood X 3, stool Outpatient:**

- - Check for all correct labeling on any kit dropped off before sending to the lab.
 - If receiving specimen from patient, be sure it is labeled with **all information** including Last Name, First Name, DOB and/or MRN and sample collection date before the patient leaves.
 - If 2 of 3 are not received within 21 days of 1st date of collection, reject the samples and request a recollection.
 - **Create a Lab/Clinical Support Visit, Release order and label specimen with a Beaker label prior to sending to the lab place label on the front of Occult Blood Card. Do not cover the written date of collection.**
- Follow Pack Listing Procedure to send specimens to the laboratory

Below are examples of a proper and improper specimen label before giving to a patient and before sending to the lab.

Correct when receiving from patient.





Workflow for Occult Blood X 3, stool Outpatient

Only Orderable at: MIB GI LAB, MIB Medical Clinic, OSS Specialty, Cobleskill Specialty and Herkimer Specialty

How to label prior to sending to lab

