

Phlebotomy Services BMC v1.0

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Author
Connie Hulbert

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Printed By Brittany Houghton-Depietro
Technical Assistant (M07740)

Organization Bassett Medical Center Lab

Approval and Periodic Review Signatures

| Type | Description | Date | Version | Performed By | Notes |
|----------|--------------|-----------|---------|--|-------|
| Approval | Lab Director | 8/24/2023 | 1.0 | Ghazala Nathu MD Clinical Laboratory Director (S00134) | |
| Approval | Lab Director | 8/21/2023 | 1.0 | Valerie Bush PhD Clinical Laboratory Director (M05512) | |
| Approval | Lab Director | 8/21/2023 | 1.0 | John Fisk MD Clinical Laboratory Director (M08480) | |
| Approval | Lab Director | 8/17/2023 | 1.0 | Samantha Davenport MD Service Line Chief (M03764) | |
| Approval | Lab Director | 8/16/2023 | 1.0 | Timothy Chapman MD Clinical Laboratory Director (M11669) | |

Version History

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PHLEBOTOMY SERVICES BMC

POLICY

Clinical Laboratory testing is a critical component for the accurate diagnosis and treatment of disease. The vast majority of this testing is performed on patient blood samples collected by LST's. It is imperative that these samples be drawn according to established protocol from correctly identified patients, labeled properly with all necessary information, and then transported in a timely manner to the laboratory for processing. Proper collection and handling of blood samples assure the best possible specimen for analysis. The Laboratory provides phlebotomy services as identified with this policy for patients following the established schedule. This policy provides a written guideline for providers, nursing staff, LST's and other individuals involved in requesting blood collection within the Bassett Medical Center (BMC) campus.

SCOPE

The overall objective is to establish criteria defining proper specimen collection. This policy shall apply to all specimens collected by staff of the Clinical Laboratories for analysis.

ADMINISTRATION

All Laboratory employees performing blood collection are responsible for following this policy. The Phlebotomy Supervisor will implement, review and revise this policy.

PHLEBOTOMY COLLECTION

INPATIENT PHLEBOTOMY RESPONSIBILITIES & COVERAGE

Blood Collection Responsibilities

- a. Primary blood drawing responsibilities rests with the Central Lab Processing Section of the Clinical Laboratory. Exceptions are listed below.
- b. The Laboratory does not perform arterial punctures. This service is provided by Respiratory Therapy Department.
- c. The Laboratory does not draw from leg or ankle veins. Requests for draws from those areas will be denied. This will be the responsibility of the provider.
- d. The Laboratory will not collect specimens from indwelling, IV, Hickman or other catheters. This will be the responsibility of nursing staff.

Routine Scheduled Rounds

- a. Times of the day routine blood work is performed that is not a critical lab.
- b. Phlebotomy rounds are provided daily at 0500, 1000, 1400, and 1800. If round has passed by 1 hour, routines will be collected at the next scheduled round unless it can be added on to a previous specimen.
- c. The 0500 rounds are intended to be the main draw of the day, since a fasting specimen is preferred for many tests. Laboratory staffing is adjusted to accommodate the numbers of patients that need to be drawn at 0500. All orders should be ordered in EPIC as Lab Collect and will pass to the Lab draw list.
- d. Discrepancies in orders should be investigated before the patient is phlebotomized.
- e. Phlebotomy will be performed on each patient following established procedures for patient identification and labeling.
- f. If the patient is drawn between 0300 and 0500, the LST should check to see if there are orders for 0500. If there are, then all bloods should be collected simultaneously, if appropriate, to eliminate needless sticks to the patient.

STAT

- a. A STAT test is when the physician is unable to treat a patient further without immediate Lab results and cannot wait until the next routine scheduled rounds.
- b. STAT requests for inpatients are covered by the Lab 24 hours a day.
- c. To reach the STAT LST, use the pager number 1524.
- d. Allow a few minutes for the LST to answer, especially during the times of scheduled rounds.
- e. If no one answers the page, call CLP at 3975 and they will assume responsibility of the STAT request.
- f. STAT draws are done in the order in which they are received, unless a Sepsis code or Trauma level 1 is called, then that becomes the priority.
- g. Since all inpatients requests are handled by one individual, there may be a waiting period before the LST is able to draw the STAT request. This will be communicated to the caller at the time the page is answered. If the LSTs availability is unacceptable, the provider can be alerted by the nurse so other provisions for collection can be made.

Timed

- a. Timed specimens most often used to monitor medication levels at different times of the day.
- b. Timed collections must be ordered in EPIC as STAT Unit Collect and the LST is contacted as noted above.
- c. The LST must be paged 30 minutes prior to a timed draw.
- d. Routine orders will go into the next scheduled rounds (batches) at 0530, 1000, 1400, or 1800.

Minimum Staff Requirements

In order to provide the physicians with timely results, the following minimum staffing requirements are needed:

Monday – Friday minimum staffing

- a. 3 0500 LST's
- b. 2 NLC LST's
- c. 1 LST to cover CLP

Weekends and Holiday minimum staffing

- a. 3 0500 LST'S
- b. 2 NLC LST's
- c. 1 LST to cover CLP

Anyone needing to call in sick is required to call at least 4 hours prior to their expected arrival time as per Hospital policy. This will allow enough time to call someone else to cover minimum staffing. The LST on duty will follow the established guidelines in the CLP sick policy to call in staff if this is necessary. Special Care and Surgery patients will be collected first, followed by Medicine or 3MED, 2MED, Pediatrics, OB, Psychiatry, and the ED.

Miscellaneous Guidelines

- a. New admits and/or patients that need an IV changed may have requests for blood work correlated with the insertion of the IV if appropriate.
- b. Nursing personnel should report any visible sign of poor quality phlebotomy to the Phlebotomy Team Leader @ 3975 or The Phlebotomy Supervisor @ 4748
- c. Venous Blood Gas: Specimen should be collected in a preferred Lithium Heparin (dk. green top

tube) and labeled per hospital policy. The specimen should be given to Respiratory Therapy for analysis. If Respiratory Therapy is not available, specimen can be sent to the laboratory.

OUTPATIENT PHLEBOTOMY RESPONSIBILITIES & COVERAGE

Blood Collection Responsibilities

- a. Outpatient phlebotomy services are available Monday-Friday, 0730-1630, in the Bassett Clinic Building.
- b. On Saturday's patients can present for blood work at 2 different locations. These are collection locations only. It is the labs responsibility to obtain orders by calling providers if orders are not entered or if an order from an outside provider has to be entered.
 1. 3rd Floor Pediatric Clinic: Nursing staff located on the third floor of the Clinic Building will call Central Lab Processing at 3975 for phlebotomy service. The patient must present either a provider's script stating what testing needs to be performed, a completed laboratory requisition, or valid orders in Epic. Two patient identifiers, patient diagnosis, provider signature, as well as provider's full mailing address and phone number and fax should be printed on the script as well. No bloods should be collected until the orders are provided.
 2. ED: Patients presenting to the ED will be registered by ED Patient Access as "Lab Only" and a phlebotomist will be paged using the STAT pager 1524 to perform the draw in the ED location.
- c. Requests for blood collection on patients too ill to be transported to the Outpatient phlebotomy area can be made by calling 3735 or paging 1524.
- d. Requests for blood collection on patient's located in Dialysis or GI lab can be made by calling 3735 or paging 1524.
- e. Whole blood Prothrombin (Coaguchek) times are collected by a group of LST's who are approved and trained by Point of Care.
- f. Special collections such as paternity testing are done by appointment only. These requests can be made by contacting the Outpatient Lab at 3735.
- g. Problems should be brought to the attention of the Outpatient Lab Team Leader @ 3735 or The Phlebotomy Supervisor @ 4748

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