

HOW TO AVOID HOLDS ON YOUR SAMPLES-

QUALITY CONTROL of your paperwork & sample cups before packaging and shipping keeps things moving through the lab. The key is to keep the sample moving through the lab quickly, with attention to detail to ensure medically necessary testing and fulfillment of healthcare provider orders.



What will result in a **HOLD** on the sample?

- Missing orders on paper req form or in the LabOnline system
- Missing info on paper req form (date of birth, practitioner name, date of collection, etc.)
- Mismatched PAPER REQ form or EREQ identifiers (barcode number, date of birth, patient name) and identifiers on the specimen cup.
- Failure to obtain a physician signature (not on paper form or not on file in e-req system).
- *If a sample is placed on hold, the sample must be resolved within 21 days. Delays hurt patient care.*

What will result in a **REJECTED** sample?

- No identifiers on the cup. Typically, rejections happen when there's none or only one (1) identifier.
- Mismatched information.
 - Information on paper req or eREQ signature page does not match identifiers on cup.
 - If all three (3) identifiers are used, all three (3) must match for requisition and cup.
- The use of white-out on paper req form or on cups is NOT ACCEPTABLE & will be REJECTED

If you have a "HOLD" you will need to submit a revised requisition form with Doctor's signature and date in the field that needed to be corrected. Fax that back to the Lab 866-297-8003

DO THESE THINGS SO YOUR SAMPLES ARE NOT PLACED ON HOLD

ACTION	EXPLANATION
SAMPLE CUP LID IS SECURE	A wet sample is a bad sample
ALL IDENTIFIERS ON CUP	First initial, Full Last Name, DOB
ALL IDENTIFIERS ON PAPER REQ or MATCHING PRINTED LABEL FROM E-REQ	First initial, Full Last Name, DOB
MATCH SAMPLE WITH THE REQ FORM AND VERIFY INSURANCE INFORMATION/WORKER'S COMP INFO or E-REQ SIGNATURE PAGE	
IF PAPER REQ – verify that all sections are complete	Are the orders clearly marked on the requisition?
	Do you have complete patient demographics?
	Do you have a clear copy of the insurance card (front and back)?
	Do you have all required workers compensation information?
	Is the Physician's Signature on the form (not a stamp)?

Packaging Requirements

1. Fold first page of paper req form with all demographic & insurance info/worker's comp and place **OR** e-REQ signature page & place in the outside pouch of baggy- *make sure papers are securely inserted so they do not fall out!*
2. Place cup in the pocket with the absorbent square and seal the baggy completely



3. Place the baggies in the Clinical LabPak that is in the UPS or FED EX SHIPPING BOX