

Quality Control Protocol Preparing and Shipping Samples

Following the instructions below will avoid delays in laboratory results.

Preparing Samples

ALL SPECIMENS	PAPER REQ. (ORDER) PROCESS	EREQ ORDER (LABONLINE) PROCESS
URINE: Is the lid on the cup threaded correctly and closed tightly? ORAL FLUID:	Are there at least two (2) patient identifiers on the specimen collection device?	
	Did you use the Specimen ID Label from the paper form?	Did you use the Barcode Label generated by the EReq Order Process?
IDENTIFIERS: PREFERRED METHOD	Full name or First Initial and Full Last Name	
	Date of Birth and it matches the information on the order form (either type)	
	Specimen collection device ID# matches the requisition ID#	
ADDITIONAL CHECKLIST ITEMS	Are all sections of the paper order form completed?	Is there an order in the LabOnline system?
	Is the physician's signature on the form?	Has the order been approved by the appropriate healthcare provider (physician, NP, PA)?
	Is the handwriting legible?	Have you printed the EREQ form and properly placed the three (3) labels on the collection device, the paper copy of the matching signature page, and one on the packing list?
	Are the orders clearly marked? Can you tell that a checkbox is actually checked?	
	Are the patient demographics, medication list, and insurance information included with the order? Are all copies clear?	

Packaging Notes:

- Place WHITE (original) with patient's signature- copy of requisition with demographics, med list, and insurance info OR eREQ signature form in SLEEVE of specimen bag.
- Place PINK copy of paper requisition in separate bundle stacks
- Place matching sample cup/device in the Ziploc section of specimen bag- seal the zip lock section

Things to Remember about Missing Information/Items that Cause HOLDS or REJECTIONS:

Missing Information/items that will cause a sample to be placed on HOLD

Missing orders (nothing selected on the paper req or in the LabOnline order form)	Missing information on paper req, including patient's DOB, practitioner name, date of specimen collection.	Illegible handwriting
Missing physician signature on paper req	Missing signature on file for LabOnline order	Use of a stamp for a signature; Simply not allowed.

Missing Information/Items that cause a sample to be REJECTED.

No patient identifiers on the specimen collection device (cup, swab)	Mismatched information (information on order form does not match the identifiers on the collection device)	Specimen has been on hold for 21 days; If hold is not resolved, specimen is rejected.
Use of white-out on paper req forms	Use of white-out on EREQ signature page	Use of white-out on specimen collection device

Shipping Samples

*****UPS & FedEx SHIPPING BAGS safely hold up to 10 samples. We recommend shipping the LabPaks in boxes to protect samples from being crushed.**

- Number your shipping bag(s) for that day (1-10 etc.).
- **EREQ-** Place the 3rd sticker on a paper that matches each sample in the LabPak you packaged. This will become your packing list for that LabPak.

One (1) paper per LabPak! If you have more than one (1) LabPak of samples, you will need to use a separate sticker packing list for each additional LabPak.

- Make sure the date is on the sticker packing list paper along with the total number of samples in that LabPak and the LabPak number you are placing those samples in as well as your initials to verify everything is in order. Make a copy for your records and place this packing list inside the LabPak it matches.

One (1) paper per LabPak. If you have more than one (1) LabPak of samples, you will need to use a separate sticker packing list for each additional LabPak.

- Place the main shipping label on outside of box, set aside the bottom smaller label with the corresponding tracking# (see 3.Clinic Records and Tracking).

Clinic Records and Tracking

- PAPER REQ- Bundle the PINK copies together that match the shipping bag for your records. Place the corresponding LabPak number on that bundle of pink copies.
- EREQ clients- you will use your copy of the label packing list as your records of shipment.
- Verify the packing list matches the LabPak number and the quantity of samples in the LabPak. Place the small label with tracking# on your copy of the sticker packing list. Retain for your records.
- This paperwork will provide the documentation needed in case a shipping bag is missing, or if the lab does not have record of receiving sample.

If there are missing samples or a missing LabPak, you can find out which samples were in the LabPak and hopefully be able to track it down.