

1. Purpose

- A. The following on-boarding material reviews client training and laboratory protocols
- B. This will provide procedures and requirements for the following
 - i. Requisition Forms
 - ii. Specimen Collection, Handling, and Packaging
 - (1) Toxicology
 - (2) Hematology
 - iii. Turn Around Times
 - iv. Missing Information
 - v. Billing Questions

2. Scope/Responsibilities

A. Requisition Form Requirements

- i. **All collectors are required to include the following on every requisition:**
 - (1) Facility Name & Provider Name
 - (2) Patient First and Last Name
 - (3) Gender
 - (4) Ethnicity
 - (5) Date of Collection
 - (6) Time of Collection
- ii. **Patient Demographics**
 - (1) Patient Last and First Name
 - (2) Gender
 - (3) Ethnicity
 - (4) Date of Birth
 - (5) Street Address, City, State, and Zip
 - (6) Phone number
 - (7) Date of Collection
- iii. **Required Insurance Information**
 - (1) Commercial Insurance Only
 - (2) Copy of the front and back of patients insurance card
- iv. **Copy of Patients Driver's License**
- v. **Requisition Signatures**
 - (1) Physician signature (REQUIRED)
 - (2) Patient signature (REQUIRED)
- vi. **Patient Consent Forms**
 - (1) Patients signature (REQUIRED)
 - (2) Ordering Physicians Name
- vii. **Medical Notes**
 - (1) Please provide a copy of previous progress notes
 - (2) Medical notes for the patients visit on the draw date of their specimen

B. Specimen Collection Requirements (Toxicology)

- i. **Required Supplies**
 - (1) Urine collection cup with vacutainer tube port
 - (2) 8mL urine vacutainer tube (2 tubes)
 - (3) Biohazard specimen bag
 - (4) 16 oz. ice packs
 - (5) Insulated mailer
 - (6) Shipping label

ii. Instructions for Collecting Specimen

- (1) After the specimen is collected, peel back protective safety label and push yellow top vacutainer tube into tube port on top of the cup lid. Hold until flow stops
- (2) Remove yellow test tube and invert several times
- (3) Collector will repeat this process to fill up one (2) yellow test tubes
- (4) Label each specimen tube to include the following:
 - (a) Patient's Last and First Name
 - (b) Patient's DOB
 - (c) Date of Collection
- (5) Yellow vacutainer tubes should only be used when ordering urine toxicology or amino acid test
- (6) Refrigerate the samples after it has been collected until time for packaging and delivery

C. Specimen Collection Requirements (Hematology)

i. Required Supplies

- (1) SST, lavender, red top tubes
- (2) Draw needles
- (3) Tourniquet
- (4) Hub holders
- (5) Biohazard specimen bag
- (6) 16 oz. ice packs
- (7) Insulated mailer
- (8) Centrifuge
- (9) Shipping label

ii. Instructions for Collecting Specimen

- (1) After the specimen is collected, peel back protective safety label and push yellow top vacutainer tube into tube port on top of the cup lid
- (2) SST tubes must be centrifuged properly
 - (a) Invert the tube (5) times to mix the clot activator with the blood
 - (b) Allow the tube to sit 20-30 minutes before centrifuging
 - (c) Centrifuge for 10-15 minutes
 - (d) Pour off into transport tube if required
- (3) Lavender Tube (EDTA)
 - (a) After tube is filled, invert the tube several times to prevent coagulation
- (4) Red Top Tube
 - (a) Simply fill the tube with patients blood
- (5) Collector will repeat this process with each tube required on the specific panel of the requisition
- (6) Label each specimen tube to include the following:
 - (a) Patient's Last and First Name
 - (b) Patient's DOB
 - (c) Date of Collection
- (7) SST, lavender, and red top tubes should only be used when ordering hematology tests
- (8) Refrigerate the samples after it has been collected until time for packaging and delivery

D. Specimen Handling Requirements

- i. The specimen should be transported to the laboratory the same day or within 24 hours
- ii. The specimen should be stored in a refrigerator between 2-8 degrees Celsius after collected
- iii. When shipping the specimen, please use provided ice packs and insulated mailers
- iv. The laboratory **MUST** receive the specimen between 2 and 8 degrees Celsius (35.6-46.4 degrees F)
- v. Any specimen received after 24 hours could potentially be invalid based off of the specific test guidelines and stability

E. Specimen Packaging Requirements

- i. Ship to the Laboratory via predetermined courier service pick-up schedule
 - (1) Personal Courier
 - (2) Fedex
 - (3) UPS
- ii. Be sure tubes are securely packed and labeled to prevent rejections
- iii. How to properly pack specimens into insulated mailer
 - (1) Place (1) 16 oz. ice pack at the bottom of the insulated mailer
 - (2) Place a maximum of 5 specimens on top of the ice packs
 - (a) Biohazard bag and demographics should be rolled around the samples before placed into the mailer
 - (3) Place (1) 16 oz. ice pack on top of the rest of the specimens
 - (4) Close the insulated mailer
- iv. Packaging into shipping box
 - (1) Use designated shipping box for delivery
 - (2) Place designated shipping label onto shipping box

Toxicology Guide

Patient provides at least 60mL of urine. Peel back sticker on cup



Yellow vacutainer tubes will be used for all urine toxicology



Place yellow vacutainer tube inside the tube port on the collection cup. Apply pressure and hold until the vacutainer tube is full of urine



Label specimen tubes with:

- Patient Last and First Name
- Patient DOB
- Date of Collection



Place the following inside the clear biohazard bag:

- Specimen tubes
- Req form
- Consent form
- Patient Demographics
- Patient Insurance Card
- Copy of Patient ID/DL



- Place (1) 16 oz. ice pack at the bottom of the insulated mailer
- Place 3-6 specimens on top of the ice pack.
- Place another ice pack on top of the specimen

Put the samples into the insulated mailer, place in shipping box, and apply specific shipping label



Specimen Packaging Guide

Packaging Supplies

- Insulated Mailer
- 2 icepacks
- Shipping Box
- Shipping Label



Sample Checklist

- Tubes Labeled Properly
- Patient Demo's
- Consent Form
- Medical Notes
- Copy of Insurance Card



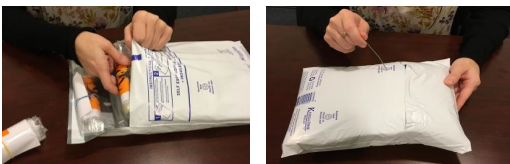
Packaging Guide

- Place 1 icepack in the bottom of pack
- Place all rolled up specimens into pack
- Add additional ice pack
- Close pack and puncture holes in proper areas



Shipping Specimen

- Place Kangaroo Mailer inside of the proper shipping box
- Peel and place the preprinted shipping label onto box
- Your shipment is now ready for desired pick up method



Toxicology Starter Kit

- Biohazard Bags
- Toxicology Cups
- Tox Requisitions
- How to Reqs
- Patient Consent
- UHC Consent
- Shipping Labels
- Insulated Mailers
- Welcome Letter
- Shipping Instructions
- Billing Pads
- Ice Packs

Blood Starter Kit

- Biohazard Bags
- Hubs
- Needles
- Lavender Tubes
- SST Tubes
- Red Top Tubes
- Transport Tubes
- Tourniquet
- Insulated Mailers
- Ice Packs
- Blood Requisitions
- How to Reqs
- Patient Consent
- UHC Consent
- Billing Pads Shipping
- Labels Lab Packs
- Reference Lab Forms

Clinic Name:

Date: