

1.06 Protocol for Specimen Collection Only Patients (LTR20535)



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Last Approved By: Schwabe, Lynn (Electronic Signature Timestamp: 1/7/2018 11:11:59 AM)

Staes, Brian (Electronic Signature Timestamp: 1/5/2018 3:57:55 PM)

Jackson, Tiwana (Electronic Signature Timestamp: 1/5/2018 2:40:57 PM)

Hightower, Karen (Electronic Signature Timestamp: 12/26/2017 3:12:42 PM)

Matthews, Thelma (Electronic Signature Timestamp: 12/22/2017 2:56:45 PM)

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PROCEDURE TITLE:

1.06 PROTOCOL FOR SPECIMEN COLLECTION ONLY PATIENTS

I. PURPOSE:

There are times when a patient will present to an Outpatient Laboratory (OPL) or Patient Service Center (PSC) with a request for testing as part of an outside research protocol, for organ/bone marrow donor testing or paternity testing collection. These samples are normally sent to a specific reference laboratory for analysis and the results routed directly to the physician as opposed to being sent to the Lab. In order to document these samples and charge for the processing, the following guidelines have been established.

II. SCOPE

This policy refers to all employees who work in the Hospital Outpatient Laboratories (OPL) or the NSLS Patient Service Centers (PSC).

III. RESPONSIBILITY:

- A. Laboratory Administration is responsible for the development of policies and procedures to be utilized in the Hospital Outpatient Laboratories (OPL's) and the remote Patient Service Centers (PSC's)
- B. The Site Directors/Managers and Supervisors are responsible for educating the personnel who work in the OPLs or PSC on the policies and procedures that they need to satisfactorily perform their jobs. They are also responsible for ensuring that each employee is competent to perform their job.
- C. Laboratory Personnel working in the OPL's and PSC's are responsible for familiarizing themselves with the policies and procedures as they relate to the duties that they perform.

IV. PROCEDURE:

- A. OPL Specimen Processing

1. Greet the patient and determine if they have been to Central Registration to register for the testing. If not, follow procedures outlined in Phlebotomy policy 1.02 "Processing of Outpatient".
2. Review the study/protocol/testing instructions including paternity testing instructions and kit provided by the patient for the following information:
 - a. Type and quantity of specimen(s) to be collected.
 - b. Specimen processing instructions including shipping requirements.
NOTE: For OPLs that **do not** have access to dry ice for shipping, kits will first be sent to EH Referral Lab. The Referral Lab will package the specimen(s) appropriately including the dry ice and then ship/mail.
 - c. Primary requestor name (first, last).
 - d. Testing facility name, address and telephone number (this is usually the guarantor)
 - e. The laboratory will collect paternity identity specimens but only when the patient presents a prepackaged kit with specific instructions included.
 - f. The laboratory will not be involved with forensic specimen collection.
3. Inform the patient that the cost of service may be billed directly to them if guarantor information has not been provided. If the patient refuses to accept financial responsibility the services may be denied. Charges cannot be billed to the insurance companies. A separate phlebotomy fee will not be charged when one of the following tests is charged.
 - a. **PRF0** - Specimen collection only - \$32.00
Patient has packaging, a Fed-X label or a Fed-X account number to be billed.
 - b. **PRF1** - Specimen collection and processing - \$69.00
Patient may or may not have packaging but they do not have a Fed-X label or Fed-X account number requiring the NS lab to use it's Fed-X account for shipping. The additional \$37 over the cost of the PRF0 cover specimen processing and Fed-X fees (if needed).
 - c. **PRF2** – Specimen collection and processing - \$91.00
Patient may or may not have packaging but they do not have a Fed-X label or Fed-X account number requiring the NS lab to use it's Fed-X account for shipping. Also, processing requirements call for the specimen to be shipped on dry ice which results in an additional \$22 charge that has been built into the PRF2 test.
4. Follow established procedure for creating an EPIC encounter for the patient.
5. Order a Laboratory Miscellaneous test (LBMSC) in EPIC.
 - a. Answer the prompts regarding the sample type and test name.
 - b. Under the result section place an asterisk and add the comment that no results will be sent back to the lab.
6. Order test – PRF0 (Processing Fee 0), PRF1 (Processing Fee 1) or PRF2 (Processing Fee 2). Do not order a venipuncture.
7. Collect and/or process the specimen(s) as directed by the kit instructions per NorthShore specimen collection procedures.

B. PSC Specimen Processing

NorthShore Patient Service Centers do not provide collection kits, Fed-X shipping service or dry ice. Patients presenting without a kit, without a Fed-X shipping label or requiring dry ice for shipping will be referred to one of the NorthShore Outpatient Lab sites for processing.

1. Review the directions provided by patient to ensure that the written request contains the following information
 - a. Type and quantity of specimen(s) collected
 - b. Primary requestor name (first, last)
 - c. Testing facility name, address, telephone number
 - d. Complete collection kit (patient provided). Collection kits must contain all of the necessary supplies. If the patient presents without the collection kit services will be denied.
 - e. If the kit requires the specimen be shipped on dry ice refer the patient to one of the NorthShore Out Patient Laboratories. PSC facilities do not have dry ice available for shipping.
 - f. The laboratory will collect paternity identity specimens but only when the patient presents a prepackaged kit with specific instructions included.
 - g. The laboratory will not be involved with forensic specimen collection.
2. Inform the patient that the cost of service will be billed directly to them. If the patient refuses to accept financial responsibility the services may be denied. Charges cannot be billed to insurance company.
 - a. PRF0 - Specimen collection only - \$32.00
 - b. PRF1 - Specimen collection and processing - \$69.00
3. Obtain complete billing information (copy of valid driver's license)
 - a. Patient's name (first, last)
 - b. Patient's address
 - c. Patient's telephone number
4. Review the directions provided by patient to ensure that the written request contains the following information:
 - a. Type and quantity of specimen(s) collected
 - b. Primary requestor name (first, last)
 - c. Testing facility name, address, telephone number
 - d. Complete collection kit (patient provided). Collection kits must contain all of the necessary supplies. If the patient presents without the collection kit services will be denied.
3. Follow established procedure for EPIC One-Click Check in (PSC).
 - a. Order a Laboratory Miscellaneous test in EPIC (do not order venipuncture)
 - b. Enter test – PRF0 (Processing Fee 0) or PRF1 (Processing Fee 1)
 - c. Name of testing facility
 - d. Name of test being sent
4. Staff will collect and/or process the specimen(s) as directed by the kit instructions per NorthShore specimen collection procedures. All specimens and collection kit will be returned to the patient for proper shipment.

Patient is responsible for the shipment of the collection kit and specimen(s). The laboratory staff will be responsible for the collection and processing of the specimen(s).

5. Copy the written request and kit instructions and attach all of the documents to the back of the EPIC requisition.
6. On the EPIC requisition document the disclaimer – “SPECIMEN COLLECTION ONLY – SAMPLES RETURNED TO PATIENT”
7. The EPIC requisition, copy of the request and kit instructions are placed in a specimen bag and presented for courier pickup (PSC locations) for delivery to the OPS department at Evanston Hospital.
8. OPS staff will forward the documentation to the Referral Laboratory where the Referral staff will input the correct processing fee, result the miscellaneous test and scan the documentation into EPIC.