

SPECIMEN COLLECTION AND LABELING

POSITIVE CUSTOMER IDENTIFICATION

Identify your Customers correctly!

- You must verify the correct customer ID each time the customer is drawn; even if you have drawn them numerous times already.
- Use at least 2 ways to identify customers. Use the name and date of birth. ASK the customer to state their name, and visually confirm correct information on the customers ID band.
- Label the specimen with these unique identifiers. The NAME must be complete, legible, and spelled correctly.
- In addition – include the medical record number on the specimen if it is to be used for Blood Bank testing.

GENERATING LABELS

PRINTING SPECIMEN LABELS

When you are retrieving customer labels from a label printer, be **VERY CAREFUL** that you are reviewing ALL of the labels for the correct customer information on **YOUR** customer.

Other care providers may be printing labels at the same time, and you do not want to take the incorrect labels.

IT'S IMPORTANT TO LABEL TUBES CAREFULLY

- **Proper customer identification** is required on all lab specimens or they must be recollected.
- North Memorial Health's laboratory uses **automated** specimen processing lines to process customers lab work. These mechanized, robotic processors rely on specimen tubes meeting **strict labeling standards** in order to function.
- Always include your E number, and the date and time the sample was collected so that it can be documented correctly in the customers chart.

PERFORMING THE “COLLECTION STEP” IN EPIC

The collection step in EPIC is *key* to receiving samples on the automation line in the laboratory.

If the collection step is not performed on the unit it will cause delays in testing and turn around times, and ultimately customer DISsatisfaction.

POOR CUSTOMER OUTCOMES FROM LABELING ERRORS:

- Decreased customer satisfaction
- Delayed lab results which results in a delay in customer care
- Specimen recollection
- Chance of sample(s) being mislabeled – by lab staff who have to **re-label** the sample

CORRECT LABEL PLACEMENT

PROPER LABELING OF SPECIMENS INCLUDE:

- One label is placed on the tube straight.
- Label is applied with tube cap on the left.
- Label is placed evenly with the top edge of the original tube type label.
- Date, time, and your E number written in lower right corner of label with roller ball ink. Please do not use sharpies or pencils. **Please avoid writing around or near the barcode area when adding this information.**
- Review your specimen label after you place it on the tube against the customer ID band to verify the correct customer sample one last time.

REMEMBER THAT THE LAB HAS ANALYZERS THAT READ BAR CODES VERTICALLY. THE LABEL MUST BE ON STRAIGHT.



LABEL PRINTER PROBLEMS???

- Call IT support at x12580 and report the problem right away.
 - Proper identification requires that the NAME of the customer be legible and included as one of the 2 unique identifiers.



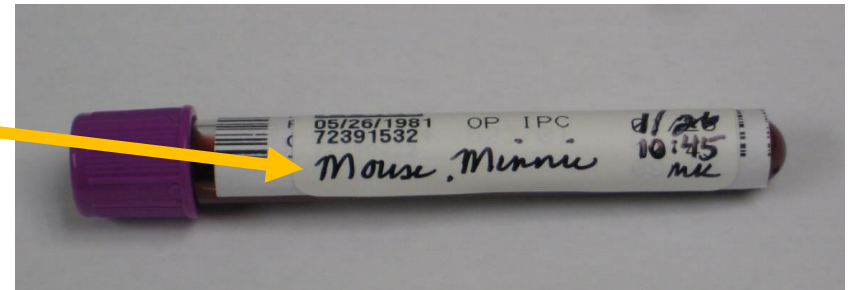
Who is this? If the name is “cut-off” *either way* you must fix it before we can receive it in the lab.

YOU CAN ALWAYS WORK AROUND A “BADLY PRINTED” LABEL...WRITE THE NAME YOURSELF!



Don't send this!

Just do this!



REMEMBER TO “KEEP THE WINDOW OPEN”

This is the tube “window”. Do not cover it with a label!

The lab needs to see this window to evaluate the quality of the specimen inside such as hemolysis and quantity sufficiency.



Place your label **over the original tube type label** on the tube to keep the tube window visible.

PROPER SPECIMEN LABELING ISN'T AN OPTION – IT'S A REQUIREMENT!

- You will be providing compassionate customer care.
- You will get timely and accurate lab results.
- The integrity will be preserved.



If you have any questions or concerns please feel free to call the laboratory at 763-581-4070.

A friendly laboratory professional will be happy to help you!