



Capital Health

INTERDISCIPLINARY CLINICAL MANUAL

Policy and Procedure

TITLE: Laboratory Specimen Acceptance and Rejection for Diagnostic Testing	NUMBER: CC 85-016
Effective Date: July 2014	Page 1 of 3
Applies To: Holders of Interdisciplinary Clinical Manual	

POLICY

1. Pathology and Laboratory Medicine will comply with standards of accreditation, legislation, regulations and best practice, thereby providing the highest possible standard of safe patient care.
2. Requisitions, electronic orders and specimens received in the Laboratory must be assessed to determine if they meet the Laboratory acceptance criteria.
 - 2.1. If the requisitions, electronic orders and/or specimens do not meet the minimum acceptance requirements the testing will not be performed.

Exception: Potential negative impact on patient care; e.g., specimen is irretrievable; (Refer to approved exceptions on *Capital Health* webpage: [Laboratory Irretrievable Specimens Guidelines](#).)
3. Individuals or businesses who independently engage in phlebotomy and obtain urine and/or stool samples for the purpose of laboratory testing are required to have an agreement in place with Capital Health prior to the collection of any specimens. See *Capital Health* webpage: [Independent Phlebotomists Information](#) and agreement [Independent Phlebotomy Agreement](#).

DEFINITIONS

Irretrievable: The specimen has been acquired through an invasive procedure, or cannot otherwise be repeated or a new specimen may yield significantly different results: Refer to *Capital Health* webpage: [Laboratory Irretrievable Specimens Guidelines](#).

Test Order: A test request entered into the LIS that generates a test order.

GUIDING PRINCIPLES AND VALUES

1. An incorrect specimen and/or patient's information or a specimen not meeting acceptable integrity requirements may lead to invalid or incorrect test results.
2. Cancellation and re-collection leads to an additional procedure performed and delay of results that can adversely affect patient care. This re-work adds financial costs to the organization.

PROCEDURE

1. Adhere to the guidelines for appropriately specimen collection. CC 85-015 *Laboratory Requisition, Specimen Labeling and Supplementary Requests for Diagnostic Testing* policy
2. Be aware that the requisitions, electronic orders and/or specimen deficiencies listed in the Specimen Rejection Criteria may result in rejection of the specimen. Refer to *Capital Health* webpage: [Laboratory Rejection Criteria](#).
3. Once the requisition, electronic orders and specimens are received, the laboratory:
 - 3.1. Follows laboratory procedures for acceptance and rejection.
 - 3.2. Accepts specimens when the CC 85-015 *Laboratory Requisition, Specimen Labeling and Supplementary Requests for Diagnostic Testing* policy has been adhered to.
 - 3.3. Each laboratory division develops policies and/or procedures for specific specimen acceptance and rejection appropriate for their test requirements. Refer *Capital Health* webpage: [Laboratory Specimen Rejection and Critical Result Value Notification Plan](#) for information on the laboratory's notification plan.
 - 3.4. Accepts specimens not meeting the minimum requirements only when the following approved exceptions occur:
 - 3.4.1. The specimen has been acquired through an invasive procedure and/or is irretrievable.
 - 3.4.2. The test requested is time-specific and result is not reproducible with a re-collection, which may compromise patient care (e.g., drug levels).
 - 3.4.3. Coded specimens for anonymous testing submitted with a unique identifier assigned by a requester.

Note: When an irretrievable specimen is accepted, place a comment on the result so that results can be interpreted appropriately.
 - 3.5. Adheres to the laboratory's *Deviation from Policy, Process and Procedure Policy* prior to deviating from the standards outlined in this policy.
 - 3.6. Enters all rejected test requests in the Laboratory Information System (LIS); assign a cancellation status to the test order that will be documented on the report.

Note: Rejected specimens and/or requisitions are not returned to the requesting patient care area/location.

- 3.7. When acceptance criteria are not met, documents events in the Patient Safety Report System.
- 3.8. Audits rejection rates and event(s) regularly to identify opportunities for improvement.

RELATED DOCUMENTS

Policies

- CH 07-041 Unidentified Patient
- CH 30-040 Patient Identification and Same Name Alert
- CC 85-017 Diagnostic Tests – Requesting, Reporting of Results and Follow-up
- CC 85-079 Venipuncture
- CC 85-018 Clinical Laboratory Diagnostic Test Ordering
- CC 85-015 Laboratory Requisition, Specimen Labeling and Supplementary Requests for Diagnostic Testing

Other

Capital Health's Laboratory Specimen & Collection Requirements webpages:

- [Specimen & Collection Requirements](#)
- [Requesting Tests](#)
- [Collection](#)
- [Rejection Criteria](#)
- [Laboratory Utilization](#)
- [Laboratory Specimen Rejection and Critical Result Value Notification Plan](#)

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