

Logan Health Medical Center Laboratory  
Response Times for Phlebotomy and Processing

<b>AREA:</b> Phlebotomy and Specimen Handling	<b>POLICY No:</b> 70.P.38	
<b>SUBJECT:</b> Response Times for Phlebotomy and Processing	<b>ORIGINATION:</b> 6/15/09	<b>REVISED:</b> 11/23

### Principle

To optimizing the efficient use of Inpatient Phlebotomy services and to provide a standard operating procedure for venipuncture services performed for non-laboratory departments.

### Policy

Performance of Venipuncture:

The objective is to complete all venipunctures in the safest most efficient manner while providing the best patient care and experience. On average all venipunctures should be completed within 5 to 7 minutes. Difficult collections and Blood Cultures may require additional time or addition staff resources.

If this occurs the phlebotomist should immediately notify the laboratory, HUC and/or assigned nurse to minimize any interruption in workload.

### Laboratory Venipuncture Services:

These services are designated as STAT, Timed or Routine and should be responded as follows.

- STAT** – Requires immediate staff response
  - Lab Draw: Phlebotomists should leave the lab within 3-5 minutes of receiving the order (written, verbal, printed ticket, MobiLab or otherwise). Phlebotomists that are already on the floor should complete current draw and then respond to the STAT request. Communicate with main laboratory with location.  
**NOTE:** Prior to departure, phlebotomist should evaluate STAT request.
    - “New” specimen collection? Yes then collect.
    - “Add On test”? Yes, Perform add on; No collection necessary.  
**Always check for previous blood for Add on testing.**
    - “New” specimen collection at designated time? Change to timed collection.
- Timed** – Requires specimens to be collected at a specific time as designated by the medical provider or pharmacy protocols.  
***If missed, immediately contact the nurse assigned to the patient.***  
***Document the occurrence in Meditech in the edit tab.*** Always include whom you spoke with (Full Name or Mnemonic)
  - An acceptable window for Timed specimen collection is +/- 12 minutes from the requested order time.

\*The only exception is PTT, VANCO and METHOTREXATE testing that should be collected at the time requested. ***Deviations should be documented in Meditech in the edit tab.***

  - Lab Draw: Phlebotomist will collect the specimen at the designated time, **ONLY**.

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- ❖ STAT and Timed specimens should be sent via pneumatic tube system or walked immediately after each collection according to the specimen handling/stability guidelines.

### 3. **Routine-** Specimens will be collected at the designated Rounding Times.

- Lab Draw: All available phlebotomists are to participate in **routine rounding & collection times.**

#### Rounds:

- Morning Rounds – 0400 to 0800 (Preparations made by Night Shift Phlebotomists.)
  - Morning rounds begin at 0400 with ICU Department
- 0800 to 0000 – Routines collected as received within 1 hour of order.
- ***0000 to 0400 – Contact department to see if the routines can be moved to morning rounds, if so document in Meditech in the edit tab.***

### Phlebotomy Operation Standards:

1. Phlebotomist designated to remain in the Lab (staff and Q) will coordinate the collection of STAT, Timed and Routine Rounds via direct communication (text messaging) using LHMC Laboratory Voalte Phones.  
**This requires a confirmation response from the recipient.**
2. Each Phlebotomist, upon departure from the laboratory should discuss and acknowledge each of their assignments with other team members (staff and Q).
3. On a daily basis phlebotomists are required to prioritize concurrent requests for STAT or Timed testing. Staff will make every effort to respond immediately to STAT requests. Timed requests should be completed **ONLY** at time requested.
4. Unforeseen delays may be caused by any of the items listed below:
  - Active Trauma/Massive/Code
  - Prior collections that were difficult to collect
  - Concurrent collection requests
  - Change in requests by Provider or Nurse
  - Distance between collection floors
  - Unforeseen or unplanned events

***When there is a delay in services, a phlebotomy staff member will contact the affected department, speak with the nurse and provide an explanation. Phlebotomy staff member will also document the information in Meditech. Always include whom you spoke with (Full Name or Mnemonic)***

5. Subsequently, if there is a “no collect” for a patient, the phlebotomist must inform the HUC or nurse immediately. The phlebotomist will send another phlebotomist from the lab to collect.
6. STAT specimens will be processed before all other specimens received as a lab walk down or through the tube system.