PatientTouch® Specimen Collection Module User Guide

June 2020

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PatientSafe Solutions, Inc.

9330 Scranton Rd. Suite 325

San Diego, CA 92121

Phone: (858) 746-3100

Fax: (858) 746-3101

www.patientsafesolutions.com

Specimen Collection Module

Overview

The PatientTouch Specimen Collection Module supports patient safety by helping hospitals minimize the mislabeling of specimen samples. Such mislabeling can result in misdiagnosis, incorrect medication prescription, incorrect dose, and use of the incorrect blood type for transfusion, each of which is potentially harmful or even fatal.

Caregivers responsible for collecting patient specimens—including phlebotomists, nurses, and respiratory therapists—use PatientTouch to manage, streamline, and coordinate activities for improved patient safety and efficiency at the bedside.

Lab personnel can more effectively manage specimen collection processes for ordered tests with features designed to simplify phlebotomist assignment and collection rounds, tubes and tests ordered in the hospital, and activity and performance reporting.

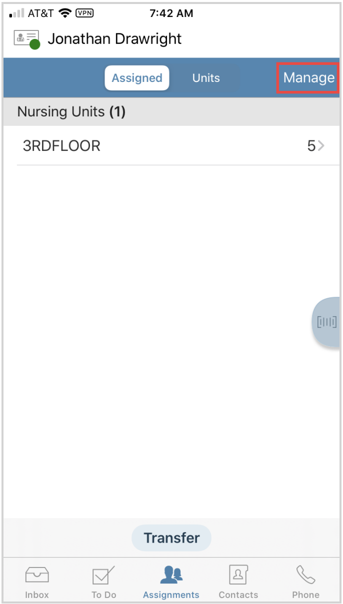
Professional Responsibility

The PatientTouch System when used as outlined in the user guides and training documentation can help prevent serious specimen collection errors. The PatientTouch System should always be used in conjunction with the caregiver's professional clinical judgment and is not a substitute for this. If the PatientTouch System is used in a manner outside of these parameters the potential for a specimen collection error can increase. Examples of system misuse include ignoring system warnings, not properly verifying laboratory orders, or failing to positively identify the patient and label the specimens at the bedside when collecting specimens. These examples are for illustration only and are not intended to be a complete list.

Assignments

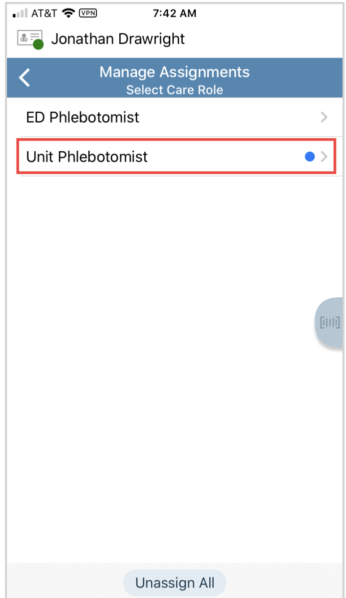
Phlebotomist Assignment to Nursing Units

Users with the appropriate permissions can assign themselves to available nursing units via PatientTouch.

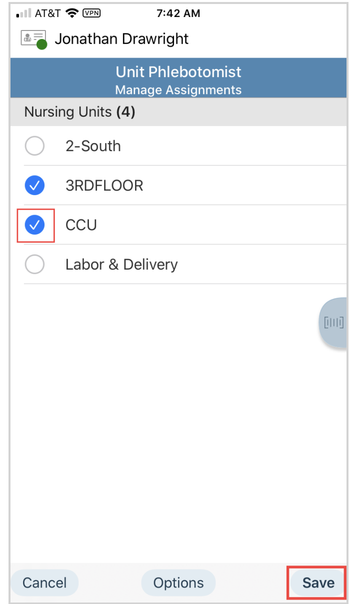


1. The **Assignments** tab lists all of your assigned nursing units.

2. Touch **Manage.**



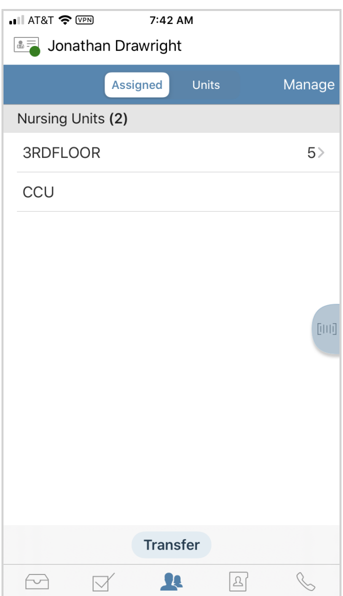
3. Select the Care Role for which you want to assign yourself to the nursing unit.



4. Select the nursing unit to assign yourself to.

5. Touch **Save**.

Note: Deselect nursing units to unassign yourself from those units.



6. The newly assigned nursing unit displays in the Assignments tab.

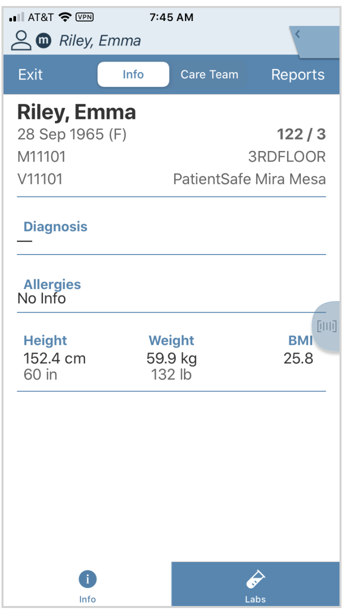
7. The caregiver To Do List will now display tasks for uncollected lab orders on your updated list of assigned nursing units.

Phlebotomists Change Collector Type Using the Handheld

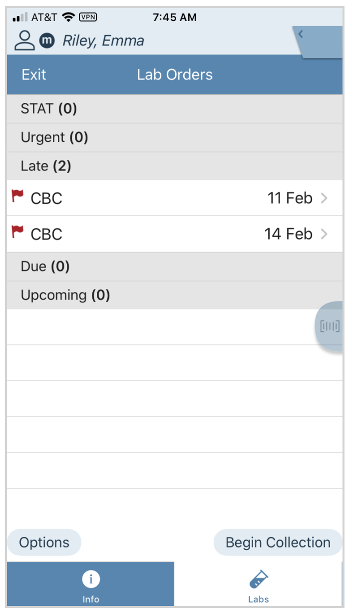
Caregivers (nurses, respiratory therapists, or phlebotomists) can now change the collector type using the handheld.

For example, a phlebotomist may see that patient has a PICC line but no nurse is available to complete the draw. The phlebotomist needs to be able to change the collector type to nurse so that the draw appears in the nurses queue.

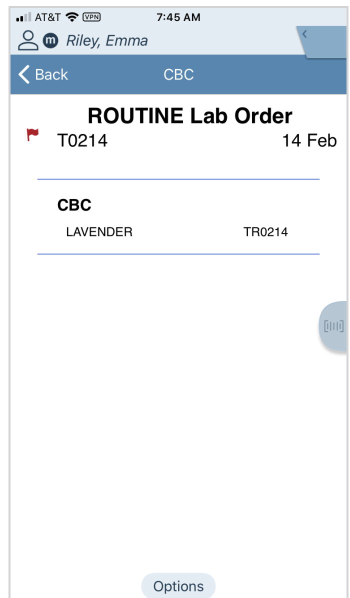
To change the collector type, use the instructions below:



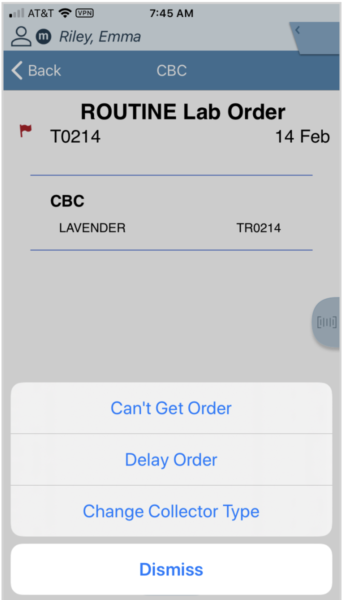
1. After selecting the patient, touch the **Labs** tab.



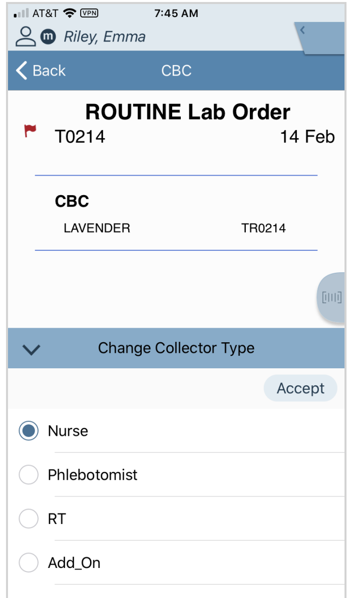
2. Select the order.



3. Touch **Options.**

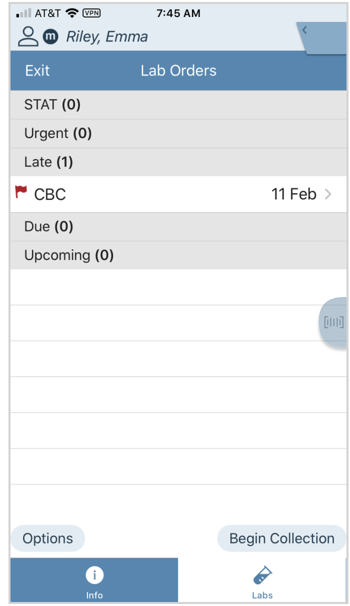


4. Touch “Change Collector Type.”

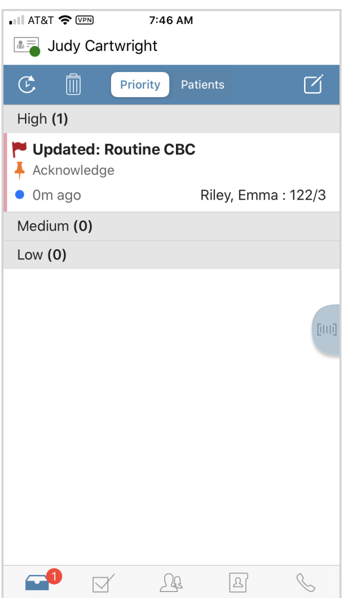


5. Select Nurse (or other collector type) from the list.

6. Touch **Accept**.



7. The lab order disappears from the Phlebotomists Lab Orders.



8. The new lab order appears in the nurse's inbox.

View Lab Orders and To Do List Tasks

Viewing Tasks on the To Do List

Phlebotomist Collection

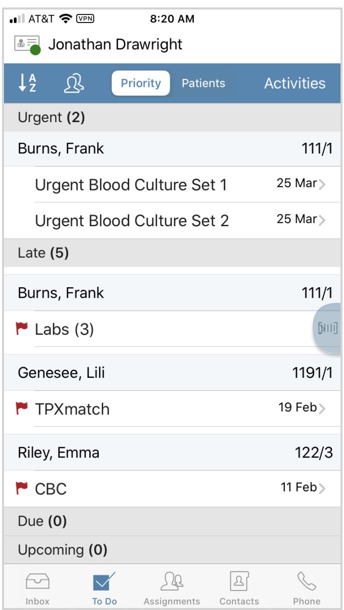
If there are outstanding lab orders that need to be collected, tasks for those orders are displayed for the appropriate caregivers in the corresponding sections of the To Do List on PatientTouch.

Phlebotomists will be able to view tasks for all lab orders that have been assigned to them and they have **Accepted** (Refer to the topic on Accepting and Collecting Specimens). These tasks display in **bold** font, as seen in the image below.

They will also be able to view tasks:

- For their assigned nursing units.
- For their available nursing units to which no other phlebotomists are assigned.

Tasks for lab orders are not automatically assigned to phlebotomists, even if they are assigned to the nursing unit.



Nurse Collector Type

1. Nurses can view tasks for all lab orders, regardless of collector type, for their assigned patients.
2. Tasks for all nurse collector type lab orders for a patient are automatically assigned to the patient's assigned nurse.

Respiratory Therapist Collector Type

1. Respiratory Therapists can view tasks for all lab orders for patients in their assigned locations.
2. Tasks for all respiratory therapist (RT) collector type lab orders for a patient are automatically assigned to the RT assigned to the patient's location.

If a caregiver with collector privileges scans a patient wristband, the appropriate

uncollected lab orders for the patient will be displayed in the patient's Labs tab, regardless of whether the patient's nursing unit is among the caregiver's Available or Assigned nursing units.

Filter Tasks in the To Do List

By default, the To Do List displays tasks assigned to all staff members.

1. Touch the **Filter** icon  to view tasks assigned to you (tasks you have **accepted**) (Refer to the topic on Accepting and Collecting Specimens). These tasks will appear in **Bold.**
2. Touch the **Filter** icon again to view tasks assigned to all staff members. Any tasks not assigned to you appear in plain text.

The selected filter option displays for the duration of your logged in session.

Sort Tasks in the To Do List

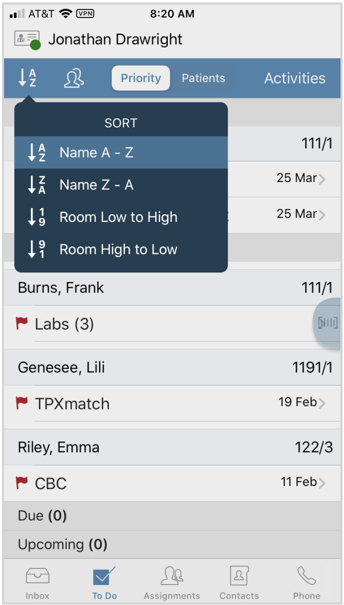
By default, tasks in the To Do List are sorted in alphabetical (ascending) order by patient last name. This makes it easy for a phlebotomist to use the To Do List as a draw list for scheduled collections by methodically working through an assigned nursing unit to collect routine orders.

However, if two phlebotomists are assigned to a single nursing unit, they will typically start at opposite ends of the floor and work their way through the unit collecting draws until they meet in the middle.

In this case, one of the phlebotomists may want to reverse the sort order of the To Do List so as not to require scrolling to the bottom of the list after completing each draw.

To reverse the order of the tasks displayed, touch the Sort icon and select descending order by patient last name.

1. Touch the **Sort** icon  to display the To Do List in ascending or descending order by patient name or room number.



Task Reminders

Tasks and Reminders for Due and Late Orders

A lab order is late if the current time is after the order's due time plus lag time. For example, if it's 0930 and a draw was due at 0800 with a 30 minute lead/lag time, then the draw would be late.

An order's lag time is determined by the Lead/Lag Time settings for the order type configured in the Clinical Manager.

The behavior of the following order types are described in the table below:

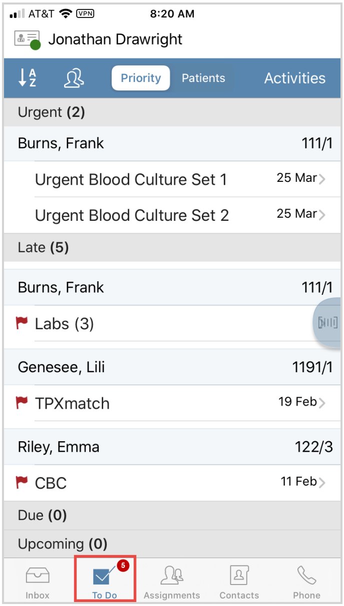
STAT Lab Orders	• Due immediately • Inbox notification message • Requires acceptance
Routine	• Routine orders are posted with a time and are expected to be collected at that time.
Timed Orders	• Due at a specific time. • Routed to the appropriate role based on collect type at the time of ordering.

For additional configuration options, please contact your PatientSafe Solutions Account Manager.

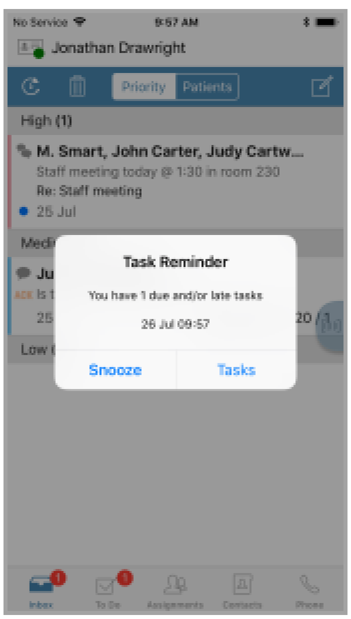
Tasks for orders are displayed as late in the To Do List when they are overdue.

- Tasks for late stat or urgent lab orders are displayed in the corresponding sections of the To Do List. The icon displayed for the task will indicate that the order is late.
- Tasks for a late timed or routine order are displayed in the Late section of the To Do List. The task icon displayed for a late timed order will indicate that it is a timed order. The **Task** icon displayed for a late routine order will indicate that it is late.

- The badge count for the **To Do** tab indicates the number of due, late, and STAT tasks assigned to the caregiver.



For lab order tasks that **have been accepted** by a caregiver, the assigned caregiver will receive reminders (in a popup window) for those due and late tasks. The task count in the reminder window reflects the number of assigned tasks that are due and late.



For lab order tasks that are not assigned to a caregiver, tasks will still display as late in the To Do List, though no caregivers will receive due or late reminders.

For all late tasks, a Late Task notification message will be sent to PatientTouch Inboxes of non-phlebotomist users with the Laboratory privilege. In addition, a single-order draw report will automatically print to the lab printer specified in the Clinical Manager.

Collectors will also receive reminders for due tasks based on the Lead/Lag Time and Reminder Delay settings for each order type configured in the Clinical Manager.

Delaying Orders

If you need to delay reminders for due lab orders—for example, if the patient is off-unit—you may do so from the patient's **Labs** tab.

You do not need to scan the patient's wristband to delay an order.

After delaying a lab order, it will display in the To Do List and patient **Labs** tab with an icon indicating it is delayed, and due and late reminders will be suppressed for the amount of time you selected.

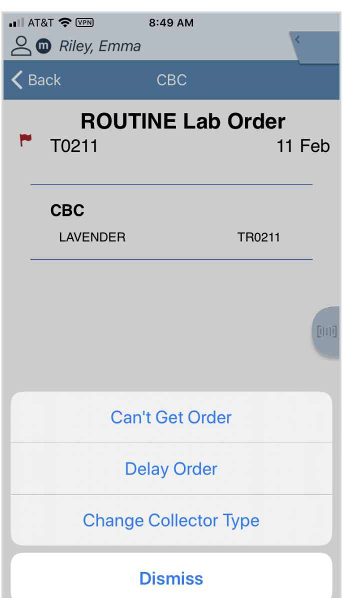
Delayed order information is also sent via the HL7 interface output.

Delaying an order only delays the due and late reminders for the order. It does not change the due time for the order, and the collector will need to provide a late override reason when collecting it after the lag time for the order has elapsed.

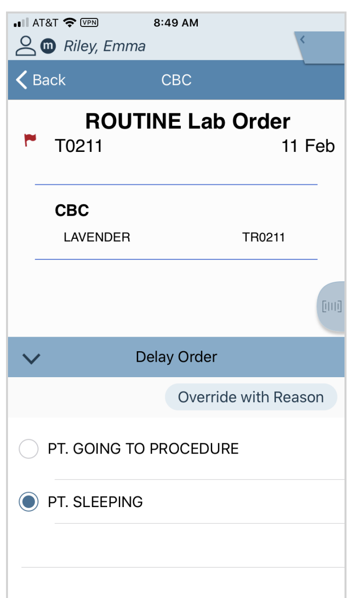
Delay an Order

To delay a single due order:

1. Scan the patient's wristband or select the patient (for example, by touching **Select Patient** from the *Task Details* screen in the To Do List). Review the patient's information and follow hospital policy to positively identify the patient.
2. Review and confirm the patient's information and touch **Labs**.
3. Select the order to delay. The order details are displayed.

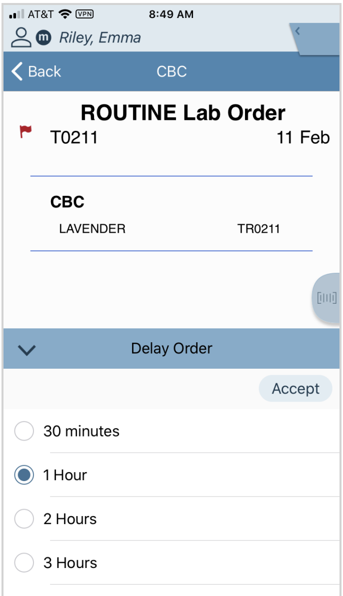


4. Touch **Options** and select



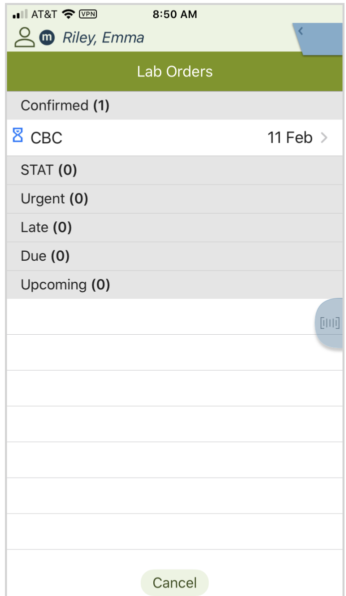
5. Select a reason for delaying

Delay Order.



6. Select the amount of time to delay reminders for the orders and touch **Accept**.

and touch **Override with Reason**.

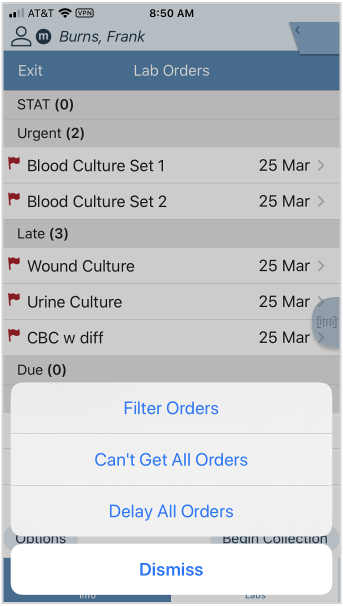


7. Review the confirmed orders to be delayed and scan your badge to document.

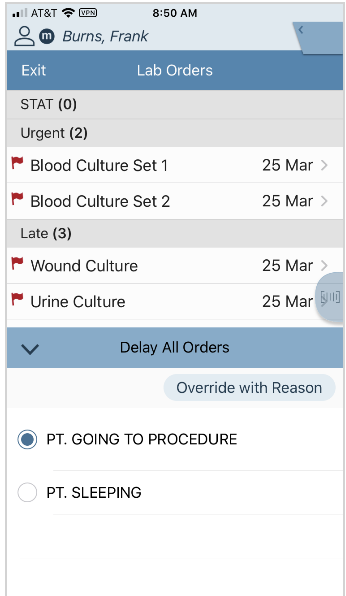
Delay All Orders for a Patient

To delay all of a patient's due orders:

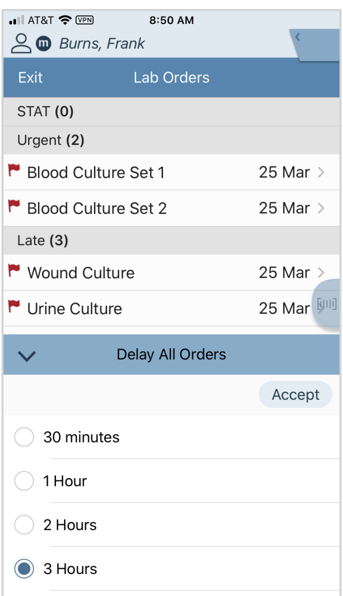
1. Scan the patient's wristband, or select the patient (for example, by touching **Select Patient** from the *Task Details* screen in the To Do List). Review the patient's information and follow hospital policy to positively identify the patient.
2. Review and confirm the patient's information and touch **Labs**.



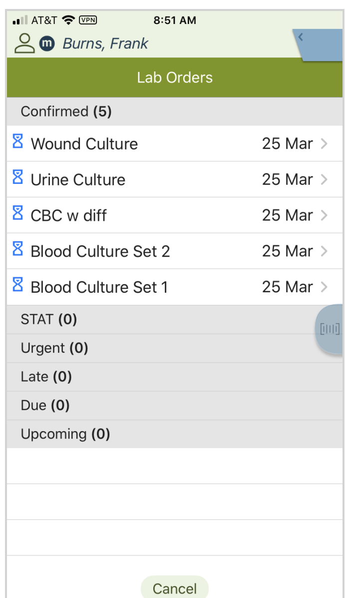
3. Touch the **Options** icon , and select **Delay All Orders**.



4. Select a reason for delaying and touch **Override with Reason**.



5. Select the amount of time to delay reminders for the orders and touch **Accept**.



6. Review the confirmed orders to be delayed and scan your badge to document.

Unable to Collect Orders

The Can't Get Order feature is available for those occasions when a collection is not attempted—for example, because the patient refuses venipuncture—and you need to document the unsuccessful collection attempt. Specimen labels will not print for the uncollected orders and the orders remain in the system as uncollected, indicated as such with an icon in the To Do List and patient's **Lab Orders** tab.

Can't Get Order information may be interfaced to other systems.

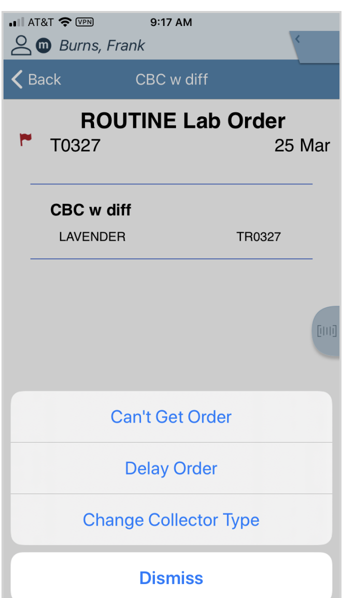
The system can be configured to automatically print a notification of unsuccessful venipuncture to a specified Lab printer. The report contains detailed information for the "Can't Get" collection, including patient, location, user, and reason. This auto-print feature can be enabled in the Clinical Manager Lab Settings.

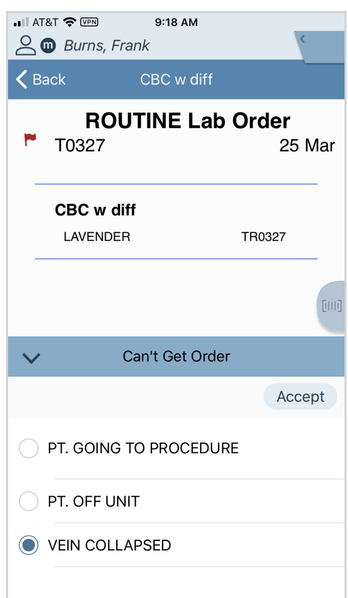
Uncollected lab orders are displayed on PatientTouch for caregivers with the appropriate user privileges as well as printable on the draw list.

Can't Get Order

To document that you were unable to collect a single order:

1. Scan the patient's wristband, or select the patient (for example, by touching **Select Patient** from the *Task Details* screen in the To Do List). Review the patient's information and follow hospital policy to positively identify the patient.
2. Review and confirm the patient's information and touch **Labs**.
3. Select the order to document as "Can't Get". The *Order Details* screen is displayed.



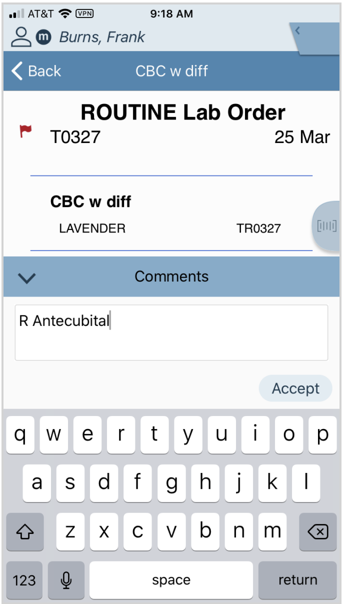


4. Touch **Options** and select **Can't**

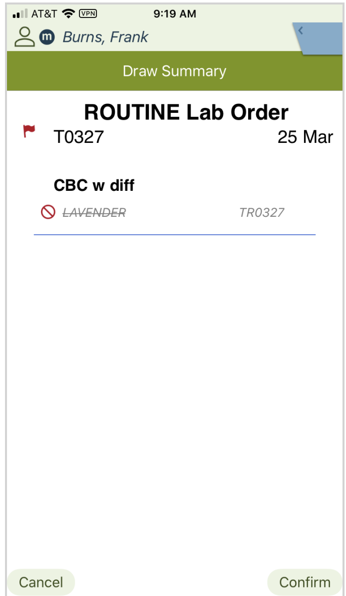
5. Select a "Can't Get" reason and

Get Order.

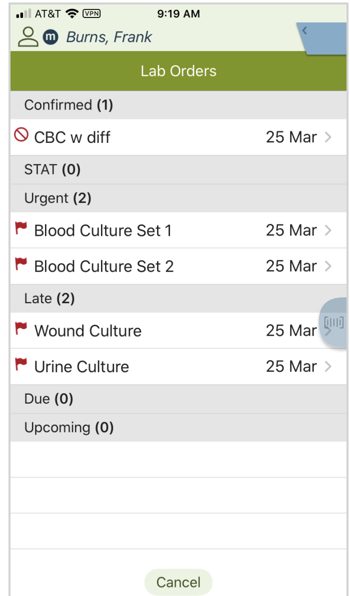
touch **Accept**.



6. Optionally, enter a comment about the order you could not collect. This comment is saved when you document the draw, and will be displayed along with the “Can’t Get” reason when the specimens are collected in subsequent draws. Touch **Accept.**



7. Review the summary, and touch **Confirm**.



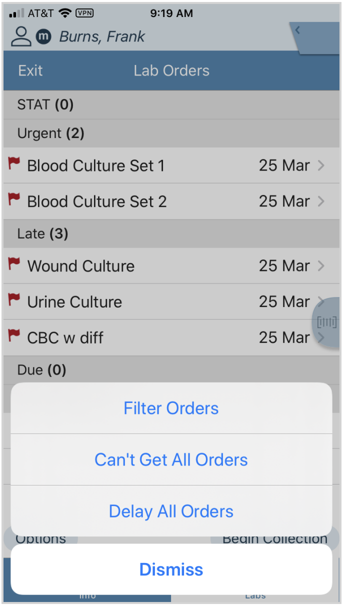
8. The *Lab Orders* screen is displayed with the order indicated as “Can’t Get”.

9. Scan your badge to document.

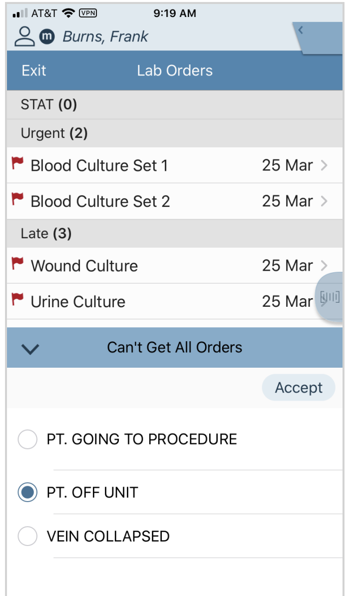
Can’t Get All Orders

To document that you were unable to collect all of a patient’s due orders:

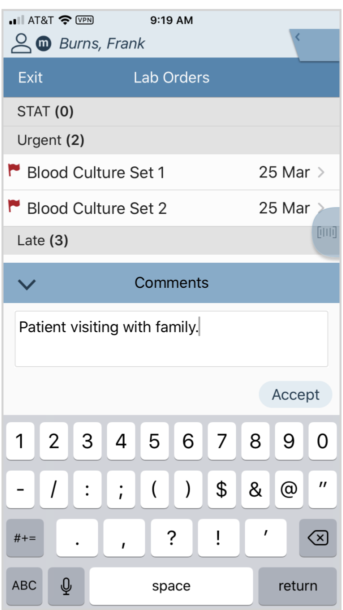
1. Scan the patient’s wristband, or select the patient (for example, by touching **Select Patient** from the *Task Details* screen in the To Do List). Review the patient's information and follow hospital policy to positively identify the patient.
2. Review and confirm the patient’s information and touch **Labs**.



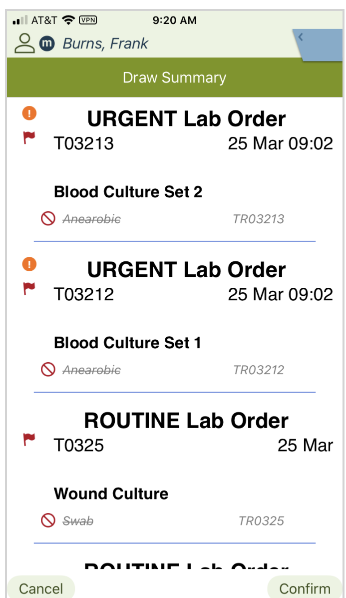
3. Touch **Options** and select **Can't Get All Orders**.



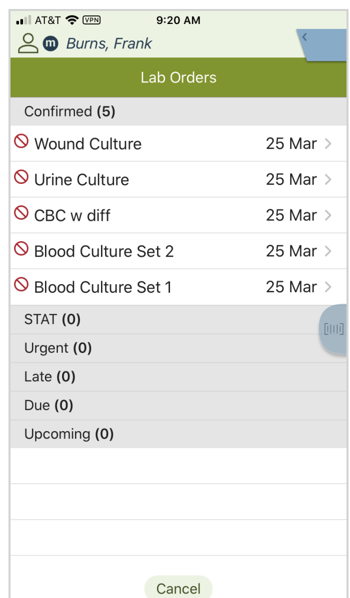
4. Select a "Can't Get" reason and touch **Accept**.



5. Optionally, enter a comment about the order you could not collect. This comment is saved when you document the draw, and will be displayed along with the "Can't Get" reason when the specimens are collected in subsequent draws. Touch **Accept**.



6. Review the summary, and touch **Confirm**.



7. The *Lab Orders* screen is displayed with the orders indicated as "Can't Get".

8. Scan your badge to document.

9. Lab orders marked as "Can't Get" will remain on the To Do list.

The Specimen Collection Workflow

Notifications and Tasks for New Stat and Urgent Orders

Orders for stat and urgent laboratory draws are sent from the hospital laboratory information system to the PatientTouch System. When a new stat or urgent order is received, a notification message will be broadcast to the handhelds of appropriate caregivers based on the following rules. These notifications will appear in the user's Inbox.

Phlebotomist

For new stat and urgent lab orders assigned to the **Phlebotomist**:

- All phlebotomists assigned to a nursing unit receive all new stat and urgent order notifications for patients located on that nursing unit.
- If no phlebotomist is assigned to a nursing unit, or if an assigned phlebotomist does not accept the order after 10 minutes, all stat and urgent order notifications for patients located on that nursing unit are broadcast to all logged-in phlebotomists who have the patient's nursing unit available in their user profile.
- If the order still has not been accepted after an additional 10 minutes passes, non-phlebotomist users with the Laboratory privilege will be notified that the new order was not accepted via an auto-print draw report (if the option is enabled) and a notification message sent to the PatientTouch Inbox on their Handhelds.

Nurse Collect

For new stat and urgent lab **Nurse Collect** orders:

- Nurses will receive order notifications, including STAT and Urgent, for the orders they are assigned.
- All stat and urgent nurse collect order notifications are sent to the patient's assigned nurse (with Collect Nurse Lab Orders privilege). The assigned nurse is automatically assigned the task for that order, and the task is displayed in the caregiver's To Do List.

Respiratory Therapist

For new stat and urgent lab orders assigned to the **Respiratory Therapist**:

- All order type lab RT orders are able to receive the order notifications, including STAT and Urgent.
- All respiratory therapist STAT and Urgent order notifications are sent to the RT (with Collect RT Lab Orders privilege) assigned to the patient's location. The assigned RT is automatically assigned the task for that order, and the task is displayed in the caregiver's To Do List.

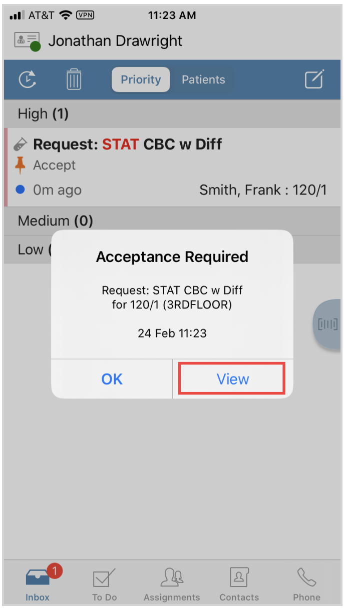
For new stat and urgent orders of all collector types, if the Auto-Print Stat and Urgent Orders option is enabled in the Clinical Manager *Lab Setup* screen, a single-order draw report will print to the specified lab printer as a notification to the lab when the order is received from the LIS.

The caregiver is notified about the message for the new lab order task via a popup on the PatientTouch application.

To view the task requiring acceptance touch **View**.

Or, touch **OK** to dismiss the popup and remain on the current screen.

The STAT order also displays in the Inbox.



Accepting Lab Orders and Collecting Specimens

Accepting Lab Orders

Acceptance of lab orders is configurable. Only STAT orders require acceptance, however, all other priorities (pooled, routine, timed, etc.) are automatically assigned without the need for acceptance.

Accept Task Assignment for a Stat or Urgent Lab Order

Orders for stat and urgent labs are sent from the laboratory information system to the PatientTouch System. Once received, a new order notification message will be broadcast to caregiver's handhelds.

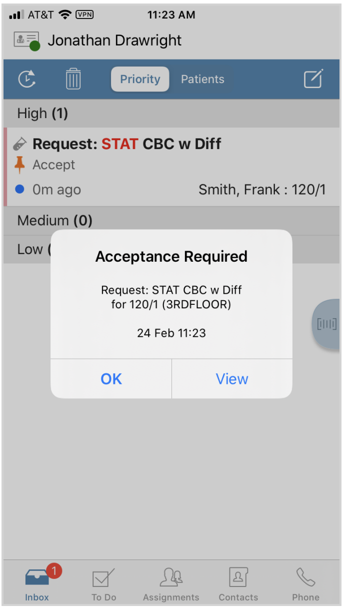
Tasks for new stat and urgent order notifications for nurse collector and respiratory therapist orders will be automatically assigned to the patient's assigned nurse or respiratory therapist, and do not need to be accepted.

However, tasks for new stat and urgent phlebotomist orders are not automatically assigned to phlebotomists. Instead, phlebotomists are recruited via the notifications described in the previous sections, to accept task assignment and take responsibility for collecting the order. **Please refer to the instructions below to accept an assignment.**

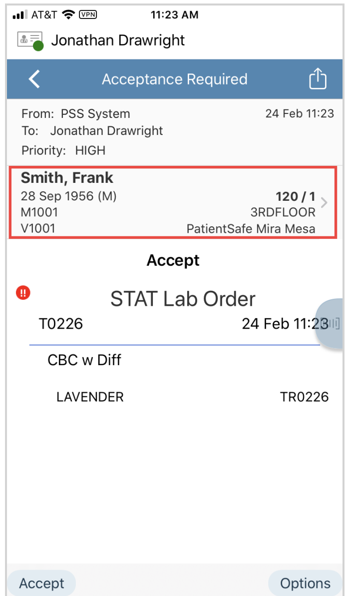
If a task you have accepted (and is assigned to you) becomes late, you will receive late reminders. The task will be automatically removed from the To Do List when the order is collected, canceled (via a message from the LIS), or omitted from the *Lab Orders* screen in the Clinical Manager.

Acceptance and Specimen Collection Workflow

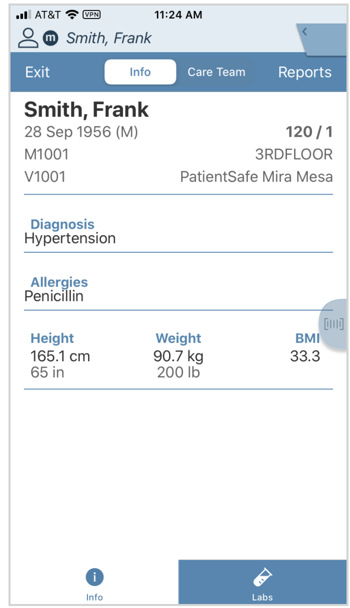
For all STAT and Urgent lab orders, you will receive an "Acceptance Required" notification message. If you are ready to collect the specimen, you can use the instructions below to automatically accept the order and collect the specimen.



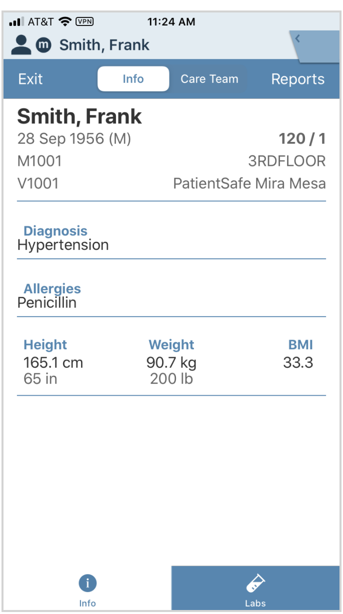
1. Touch **View** on the STAT order notification.



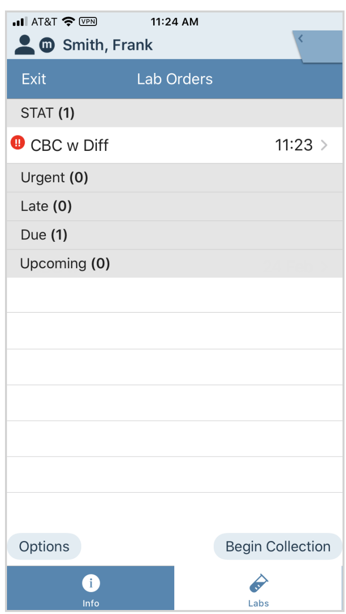
2. Touch the patient tag to access the Patient Info screen.



3. Scan the patient wristband.



4. Touch the **Labs** tab.

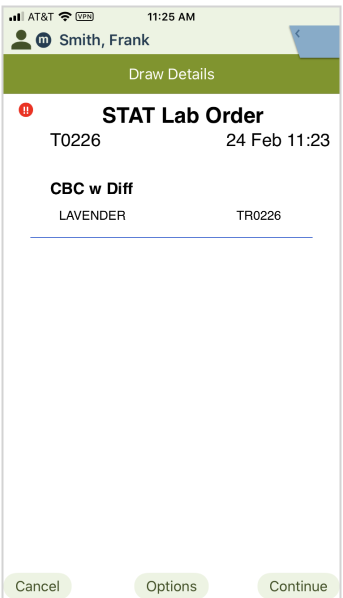


5. Touch **Begin Collection.**

6. The *Select Orders* screen displays. By default, all due and

late orders for Phlebotomists and RT collector types will be preselected with a checkmark. Lab orders for nurses however, are configurable using the Clinical Manager >Laboratory>Lab Settings>Lab Setup tab. Orders that you won't collect are unchecked.

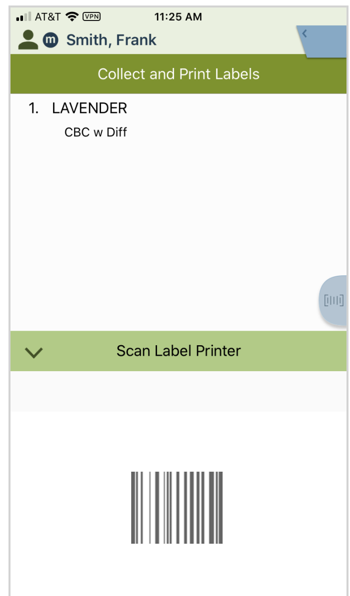
7. After you have selected the orders you want to collect, touch **Continue**.



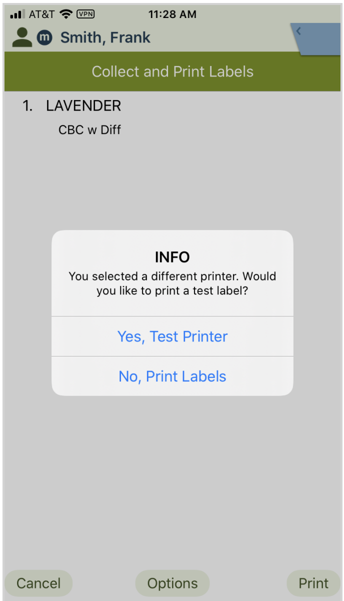
8. On the *Draw Details* screen, review the information associated with the order you are collecting and touch **Continue**.

9. The *Collect and Print Labels* screen lists the specimens to collect for the selected orders, displayed in the draw sequence that is configured in the *Tubes* screen of the Clinical Manager Lab Settings.

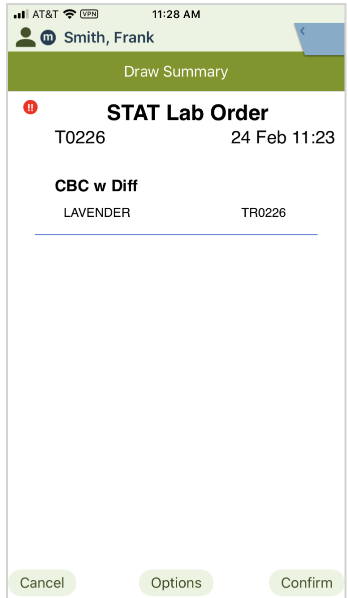
10. After you have collected all required specimens, touch **Print**.



11. Scan the printer barcode (or select the printer from a list) of the printer that will print the specimen labels.

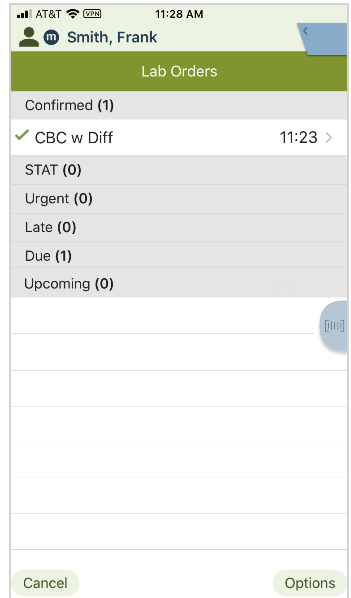


12. Touch **No, Print Labels.**



13. The labels print in accession number order and then by the order of tubes (listed on Laboratory>Lab Settings> Tubes tab) within each accession. If the labels do not print correctly, select **Reprint** from the **Options** menu.

14. Touch **Confirm.**

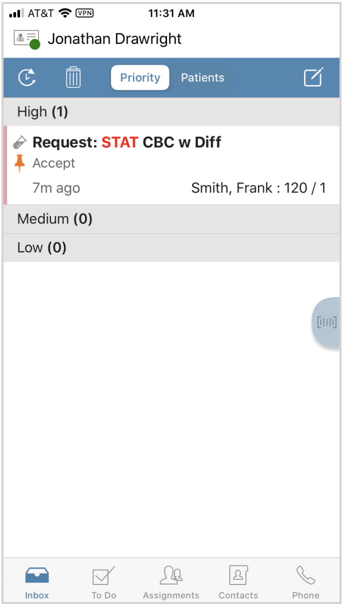


15. Scan your badge to document the collection.

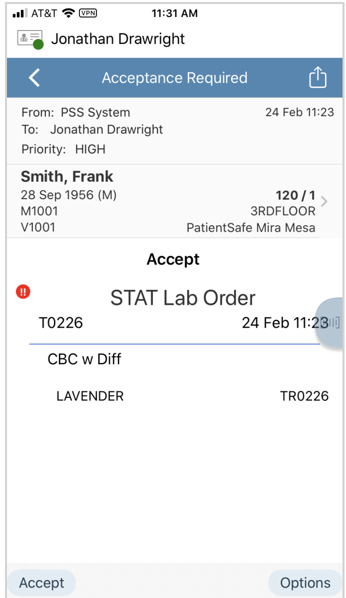
The hospital will set a Lead/Lag Time for each order type in the PatientTouch Clinical Manager to specify the window of time in which you can collect an order without it being recorded as early or late.

Accept Order for Later Collection

If you are not ready to begin collection on the order right away, use the instructions below to accept.



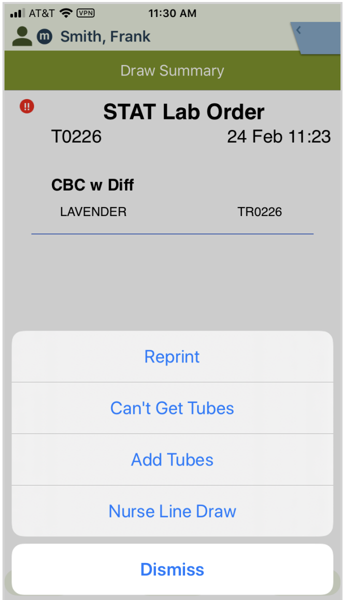
1. Touch the **STAT** order from the Inbox.



2. Touch **Accept**.

Important Label Printing Information:

- When the specimen labels have printed, verify the labels and affix them to the appropriate collected specimen containers.
- You must verify the collection label printed successfully and label the specimens prior to touching confirm. If specimen labels do not print, or if blank labels print, open the printer door, verify label stock is in place and close the printer door firmly verifying that the door release button is not depressed once the door is closed. If door release button is depressed, repeat the previous steps to close printer door completely.



Review the completed draw information on the *Draw Summary* screen. You can choose to cancel the collection OR select **Options** to:

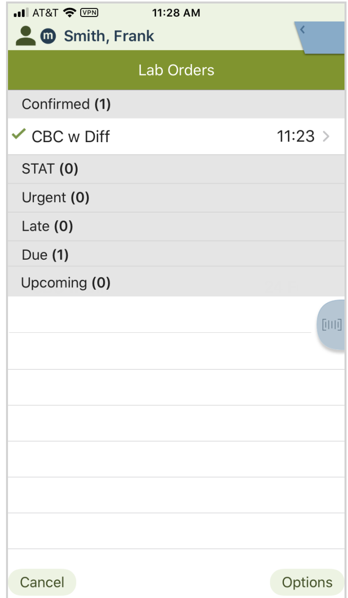
a) reprint labels,

b) document "Can't Get" tubes,

c) add tubes

d) document Nurse Line Draw

If the information is correct touch **Confirm.**



The order is confirmed and displays with a check mark to indicate a successful collection.

Touch **Options** to reprint labels.

Scan your badge to document the collection.

Once you scan your badge you will no longer be able to reprint collection labels and the test orders that you confirmed will fall off the screen and will no longer be viewable.

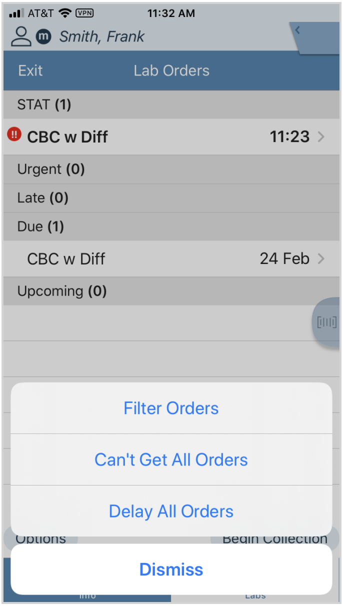
If you do not scan your badge, the draw is automatically completed and documented after 15 minutes have elapsed.

When specimens are documented as collected, a message may be sent to the laboratory information system to update the lab order status (if an interface to the LIS is implemented).

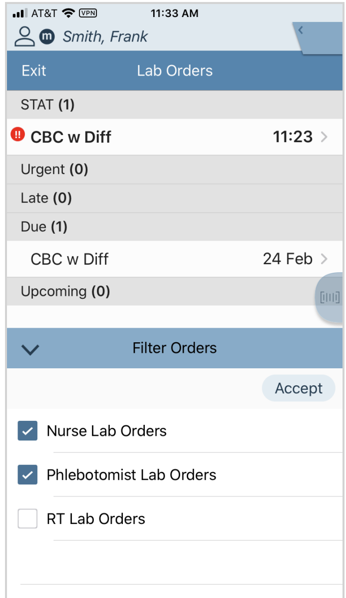
Include Orders for Another Collector Type

One collector type, such as a phlebotomist, may sometimes need to access orders for another collector type, such as a nurse.

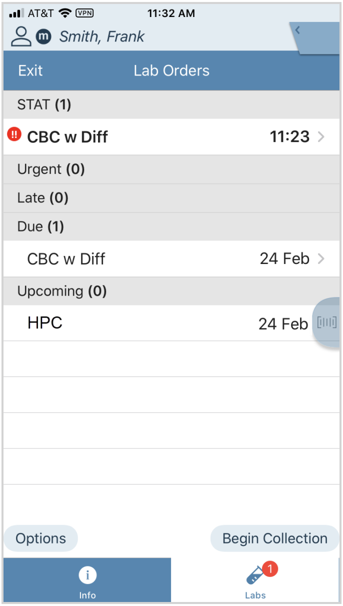
Follow the instructions below to include lab orders for another collector type:



1. From the Lab Orders screen, touch **Options>Filter Orders.**



2. Select the desired lab order types to include from the list and touch **Accept**.



3. Orders assigned to those collector types will now be displayed in the *Lab Orders* screen.

You may view details for the orders and collect specimens using the standard workflow.

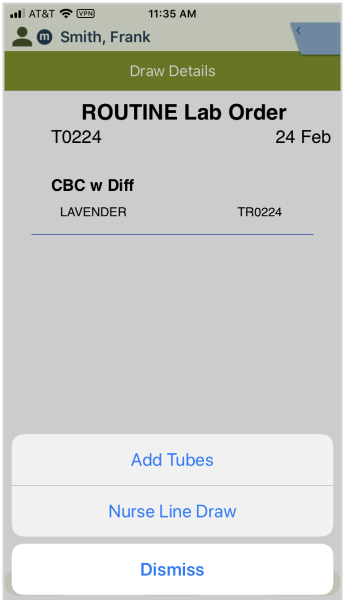
Allow Add Tube Workflow

Caregivers may need to collect tubes for a patient without an order.

You can add a tube or a tube set after beginning collection, and before scanning your badge to document the draw.

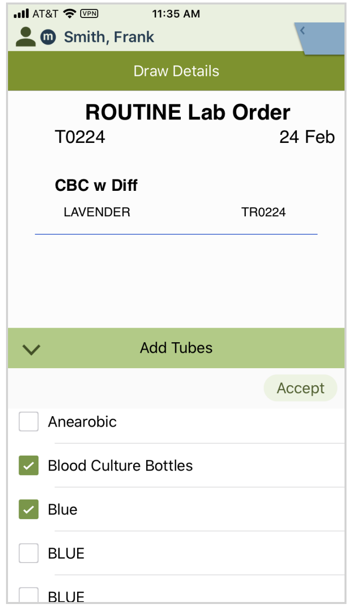
You must have the Allow Add Tubes Workflow selected in the Clinical Manager>Laboratory>Lab Settings>Lab Setup tab.

To add a tube to a draw follow the instructions below:

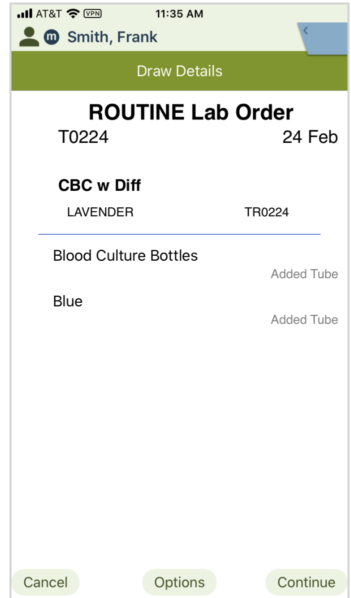


During a collection on the Draw Details screen, touch the **Options** icon .

Select **Add Tubes**.



Select one or more tubes or tubes sets to add to the draw, and touch **Accept.**

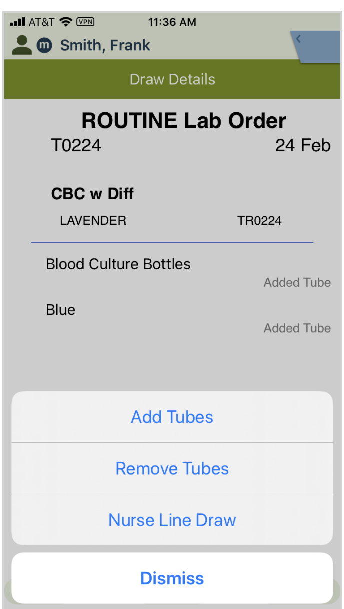


The tubes you added are displayed along with the ordered tubes you are collecting.

Continue with the specimen collection workflow.

Removing and Adding Tubes

When a tube set is selected, the individual tubes defined in the set are added to the draw. You can then remove tubes added from the set, or add other tubes, if desired.



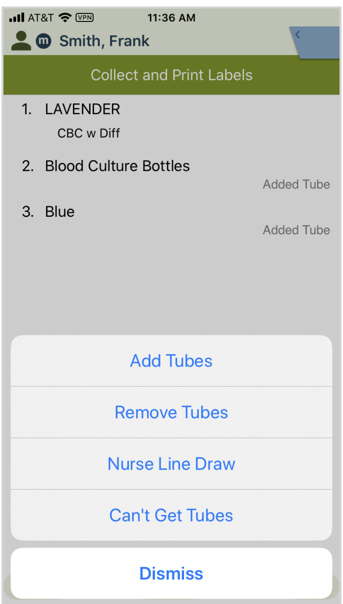
You can remove tubes you added by selecting **Options>Remove Tubes.** and then deselecting the tubes you wish to remove.

You can add tubes by selecting **Options>Add Tubes**. If any tubes are added, their label will print after all ordered tests/tubes.

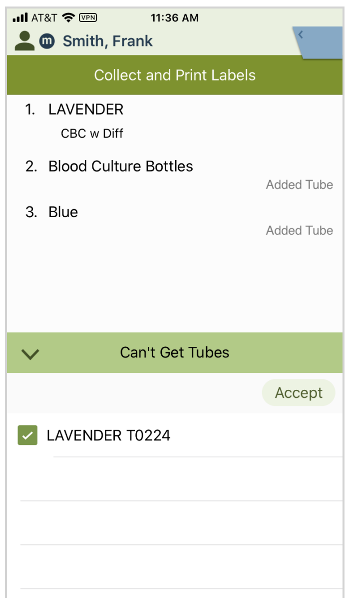
Can't Get Tubes

You can use the **Can't Get Tubes**option to indicate an unsuccessful or incomplete venipuncture. Lab orders that are "can't get" or re-collect status are indicated as such in the To Do List.

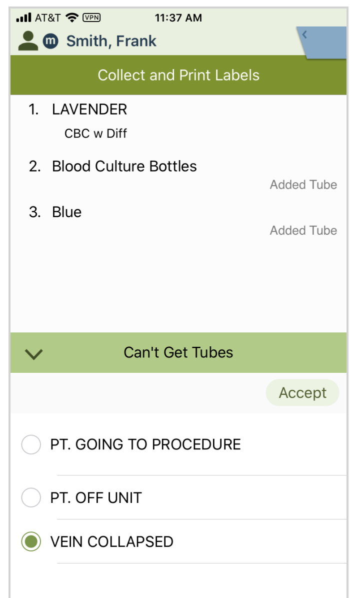
If a venipuncture has been attempted and you need to record that no blood was collected or a partial collection was done, follow the instructions below.



1. On the *Collect and Print Labels* screen, touch **Options > Can't Get Tubes.**

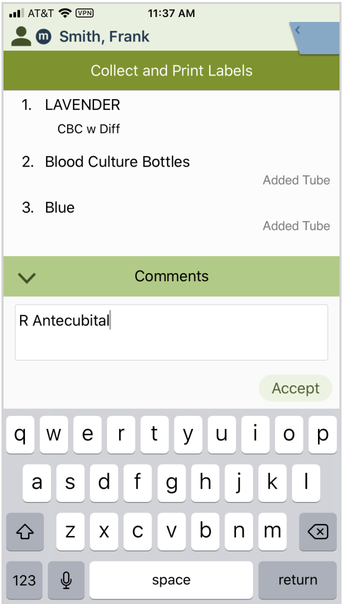


2. Select the ordered tubes that could not be collected, and touch **Accept**.

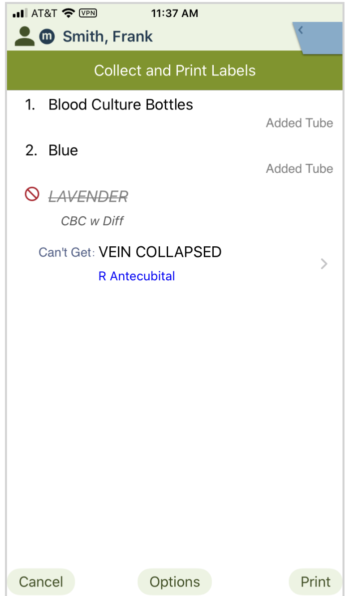


3. Select the reason for not collecting the tubes, and touch **Accept**.

The selected reason is displayed on the *Collect and Print Labels* screen and *Draw Summary* screen, and can be edited by touching it.



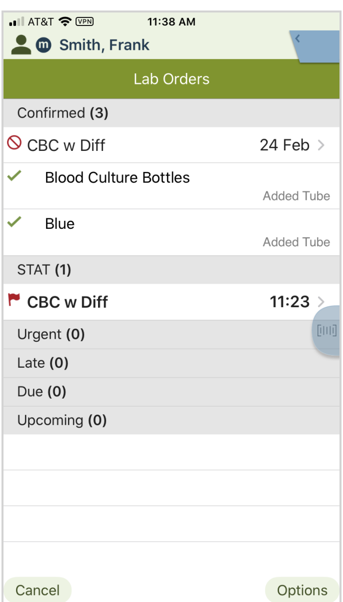
4. Enter a comment about the specimens you could not collect. This comment is saved when you document the draw, and will be displayed along with the "Can't Get" reason when the specimens are collected in subsequent draws.



5. Touch **Print**, to print the remaining tubes that were collected.

Note: The tube that was marked as can't get will remain on the ToDo list for collection at a later time

6. Continue with the specimen collection workflow by touching **Confirm**.



7. When the confirmed draw is displayed on the *Lab Orders*

screen, the orders for which you could not collect specimens will be displayed with an icon indicating their "Can't Get" status.

Labels do not print for the uncollected specimens and the associated orders remain in the system as uncollected, indicated as such with an icon in the To Do List and patient's **Lab Orders** tab.

The system can be configured to automatically print a notification of unsuccessful venipuncture to a specified Lab printer. The report contains detailed information for the "Can't Get" collection, including patient, location, user, and reason. This auto-print feature can be enabled in the Clinical Manager Lab Settings.

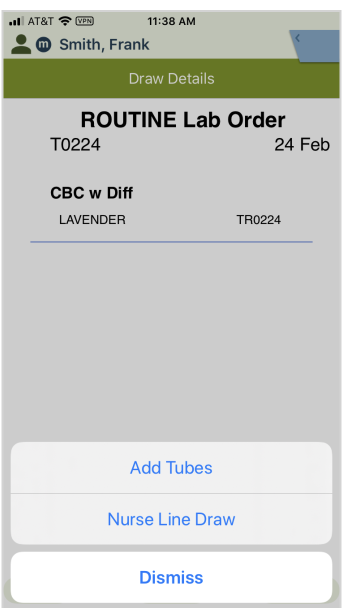
Nurse Line Draw

When a blood draw is ordered for a patient with a central venous catheter installed, the phlebotomist may need to document the draw as having been collected from the central line by the nurse.

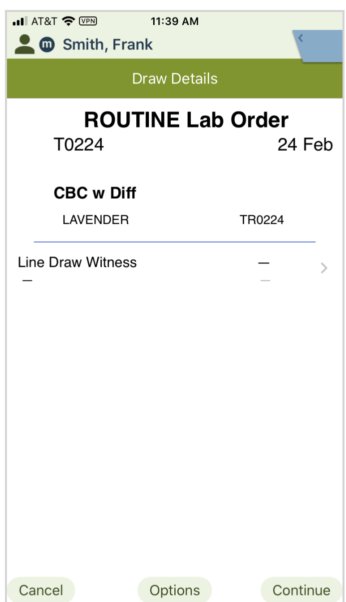
In such cases, the phlebotomist can mark the draw as a line draw during the specimen collection workflow from any of the following screens:

- *Draw Details*
- *Collect and Print Labels*
- *Draw Summary*

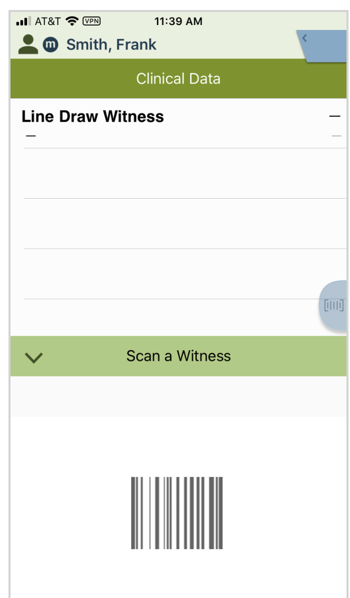
To document a collection as a nurse line draw:



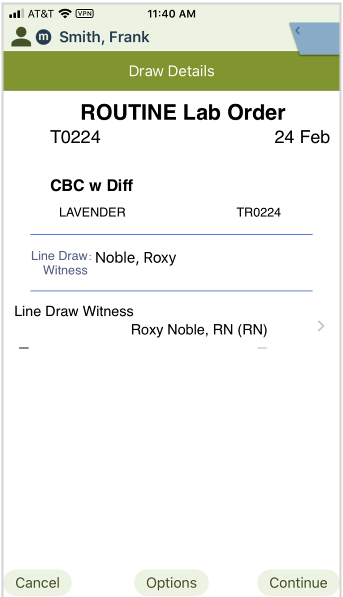
1. Select Nurse Line Draw from the **Options** menu.



2. Once selected, the Line Draw Witness prompt is displayed beneath the draw information. Touch **Continue**.

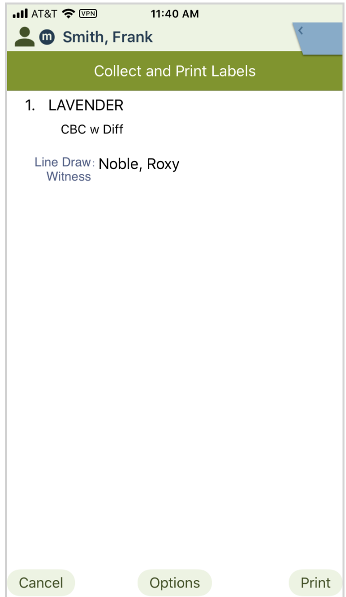


3. Scan the badge of the witness.



4. The name of the scanned nurse witness is displayed on subsequent screens of the workflow. Touch > to change the nurse witness if necessary.

5. Touch **Continue**.



6. Complete the specimen collection workflow in the usual manner.

The scanned nurse witness will be documented with the draw, and the witness information can be printed on the collected specimen labels if desired. If nurse witness is changed after specimen labels have been printed, you will be prompted to reprint labels to include the updated witness information.

A nurse with Administer Meds and Collect Nurse Lab Orders privileges can scan their own badge to indicate they performed a line draw.

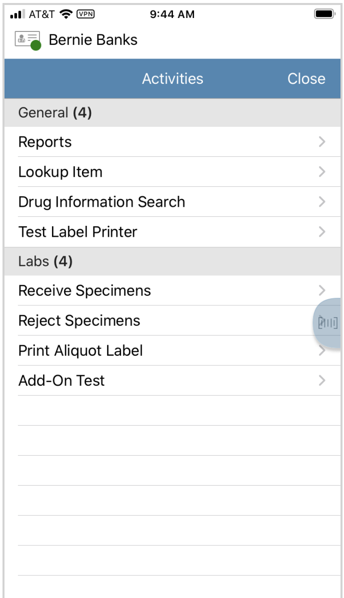
In addition, the nurse line draw information will be displayed in the lab activity reports (Lab Workflow, Lab Early/Late, and Missing Samples).

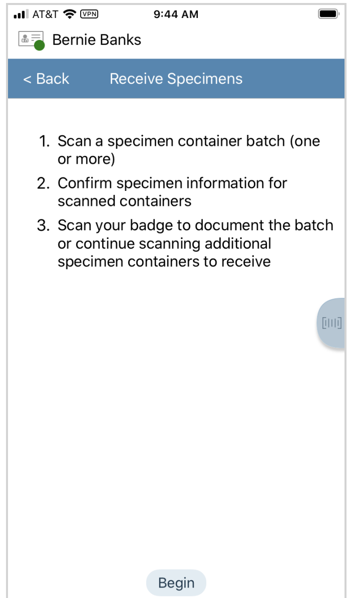
Handling Specimens in the Lab

Receive Specimens

Lab technicians can use PatientTouch to document receipt of specimens in the laboratory. This is an optional feature that your hospital may use to streamline the specimen receipt process in the Laboratory Information System.

To receive specimens in the lab using PatientTouch, launch the PatientTouch application and log in. The follow the instructions below.





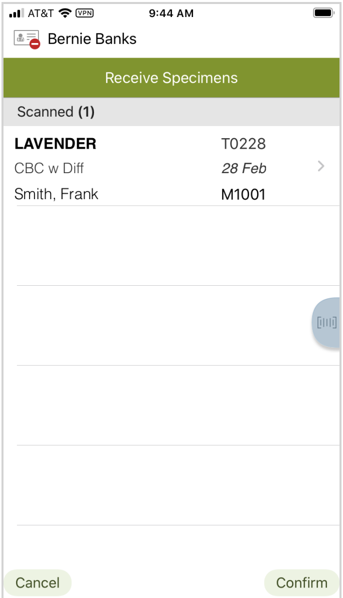
1. Touch the **To Do** tab and select **Activities** > **Receive Specimens.**

2. Touch **Begin** and scan the barcode on the label of the first specimen to receive.

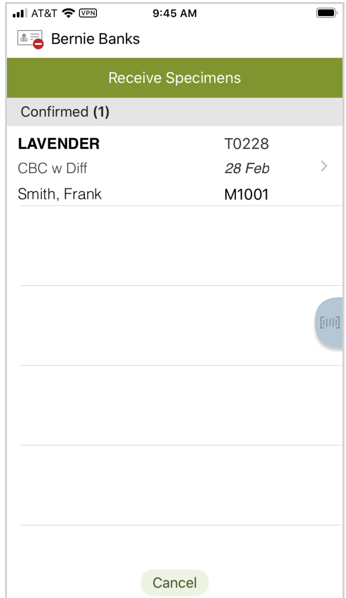
3. If desired, scan additional specimens in the batch to receive them.

If you scan a specimen that has not been documented as collected, a warning will display. After you acknowledge the warning, you can proceed with receiving the specimen.

If you scan a specimen and then decide not to receive it—for example, if after scanning you notice that it is unusable and should be rejected—select it in the list of scanned specimens to view its details, then touch Options and select Remove From Batch.



4. Review the list of specimens in the scanned batch and touch **Confirm**.



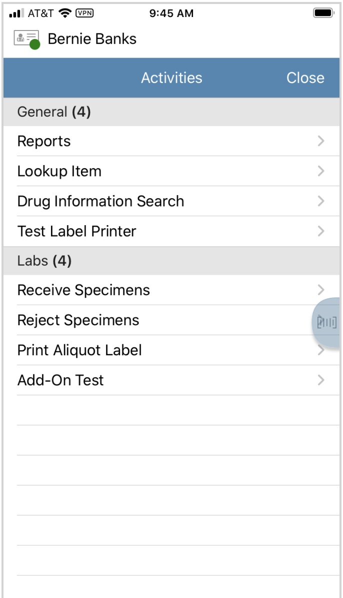
5. Scan your badge to complete the workflow and document the received samples.

When specimens are documented as received, a message is sent to the laboratory information system to update the lab order status, if at least one tube for the order is received.

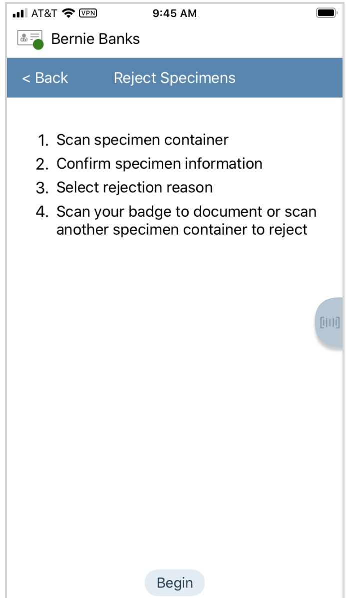
Reject Specimens

If the specimen you received for a test is unusable, the *Reject Specimens* workflow resets the order to an uncollected status so the caregiver can collect a new specimen. For example, the tube may be damaged or may not contain enough blood to run the test.

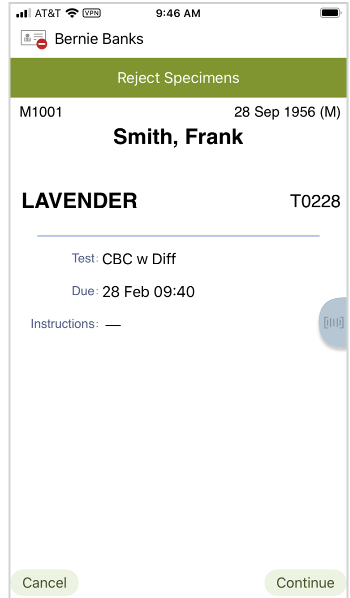
To reject specimen(s) and set their order statuses to re-collect, launch the PatientTouch application and log in. Then follow the instructions below.



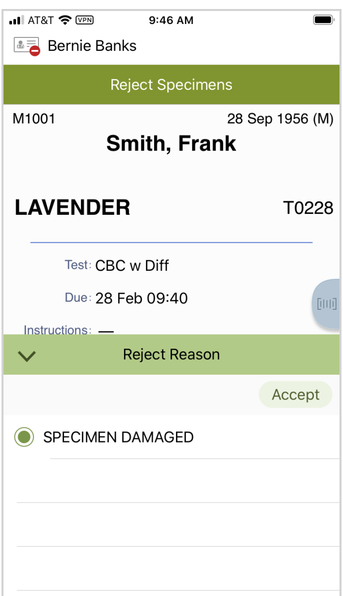
1. Touch **Activities** and select **Reject Specimens**.



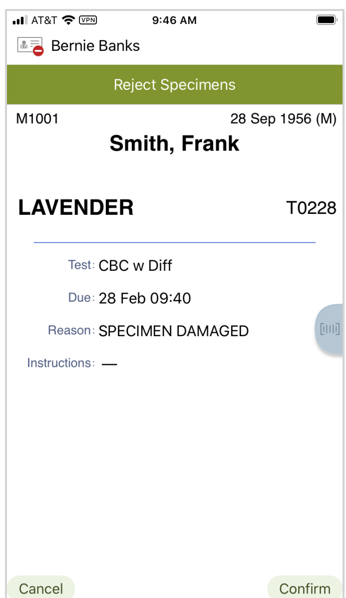
2. Touch **Begin** and scan the barcode on the label of the first specimen to reject.



3. Review details for the scanned specimen and touch **Continue.**

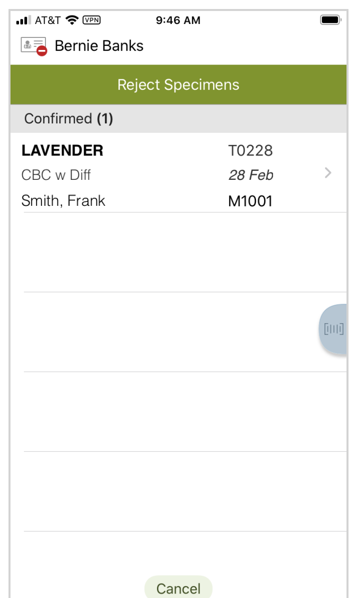


4. Select a reason for rejecting the specimen, and touch **Accept**.



5. Verify the updated details for the specimen to reject.

6. Touch **Confirm**.

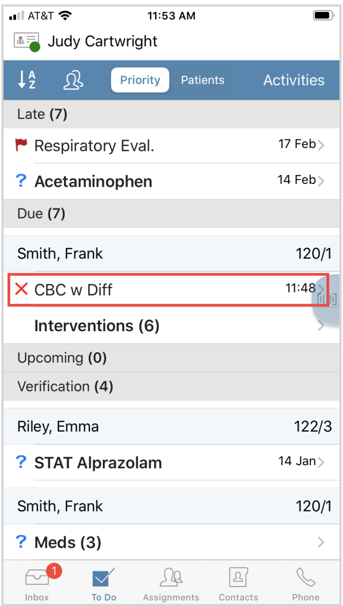


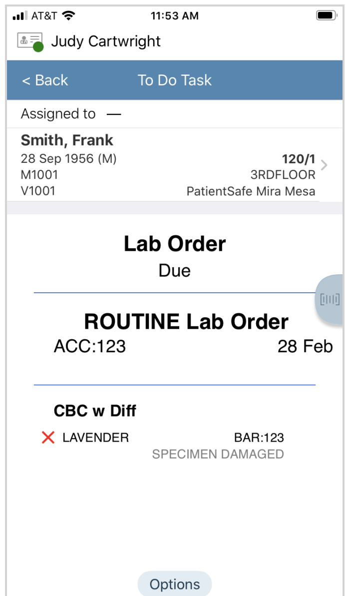
7. The specimen to reject is displayed in the list of confirmed specimens. If desired, scan additional specimens to reject, and repeat steps 3–7. When the batch of specimens to reject is complete, scan your badge to

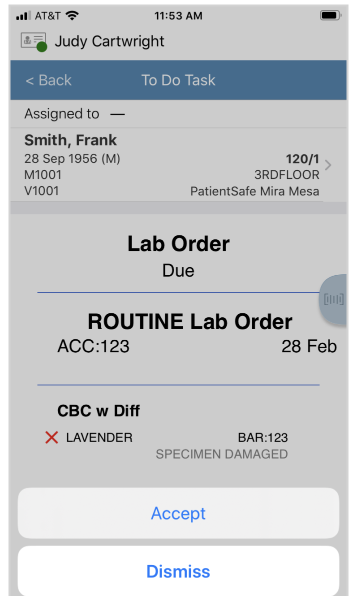
complete the workflow and document the rejected specimens.

After the rejection is documented, the specimen is marked for re-collection, and the appropriate collectors will be notified using the same rules as for new stat and urgent order notification, based on the collector type for the order.

A task for the re-collect lab order will be displayed on the To Do List and on the patient's *Lab Orders* screen. Specimens marked for re-collection will be indicated as such in the To Do List and patient's **Lab Orders** tab, as well as on the *Lab Order Details* screen (marked with an X). The rejection reason is also displayed for the collector. Caregivers will need to **Accept** the order to recollect.







In addition, a Re-Collect Orders report will be automatically printed to the specified lab printer if the option is enabled in the Lab Setup notification setting in the Clinical Manager.

Add-On Tests

If an ordered test can be run on an existing specimen already in the lab, you can follow the procedure described below to process it as an add-on test.

Designating an Order as Add-On

You can add on tests in one of two ways:

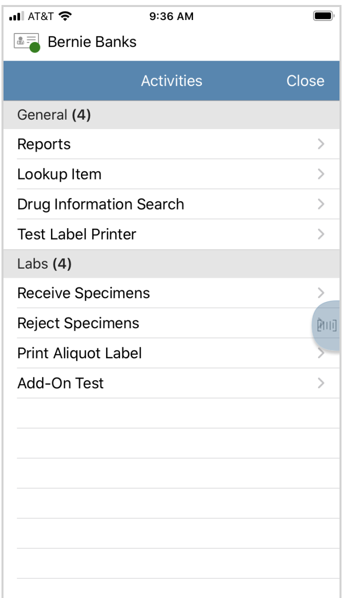
1. Add one test to an existing tube within PatientTouch.
2. The lab can enter an add on order and the user can add the test to the existing tube within PatientTouch.

After specimens for the patient have been collected and transported to the lab, the lab technician can use the *Add-On Test* workflow to match the incoming test with the already-drawn tube and print the labels required.

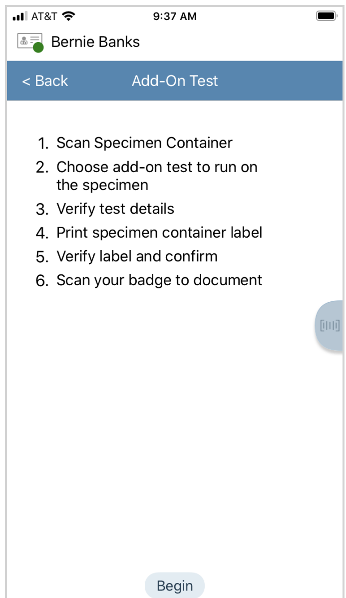
Add-On Test Workflow

After a specimen is drawn and sent to the lab, a test is sometimes ordered that can be performed on a specimen already collected for that patient. The Add-On Test feature enables a lab user to set the order status to collected, and print a label for the order so the test can be performed on the specimen already in the lab.

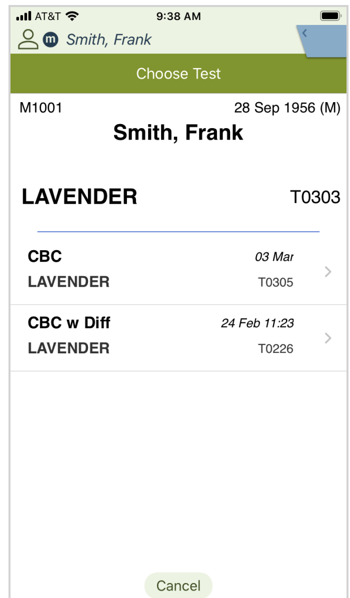
To add on a test for a new order, launch the PatientTouch application and log in. Then, follow the instructions below:



1. Touch **To Do > Activities** and select **Add-On Test**.



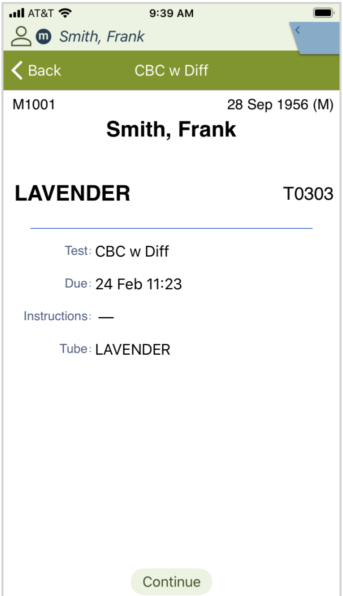
2. Touch **Begin** or scan the barcode on the label of the specimen to which you want to add on tests.



3. The system searches for pending tests ordered that require the same tube type for the patient whose specimen you scanned. If matching orders are found, tests for those orders are displayed in the *Choose Test* screen.

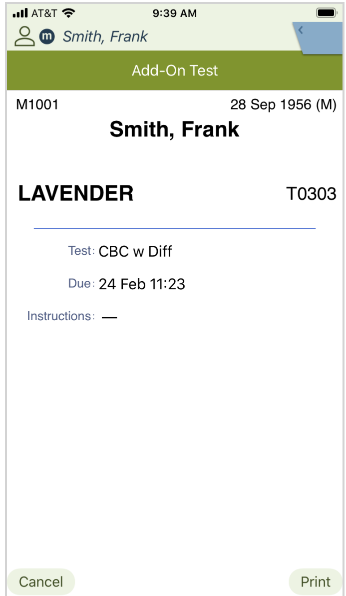
4. From the list of matching orders, touch the desired test to add to the existing specimen.

Some of the tests displayed may require a different tube type (color), make sure the tests for the add-on order you select can be run against the specimen you scanned.

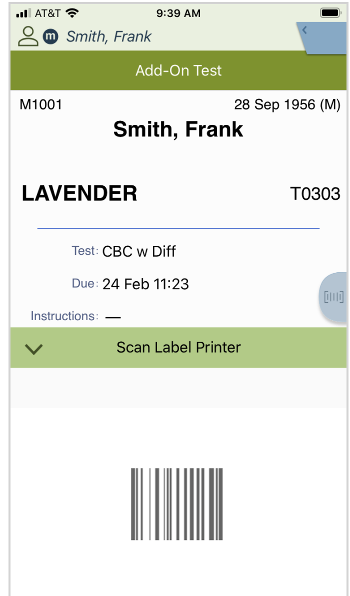


5. Details for the test are displayed.

6. Review the add-on test and touch **Continue**.

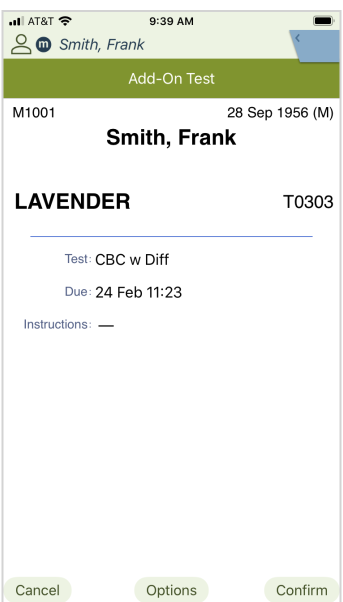


7. Touch **Print**.

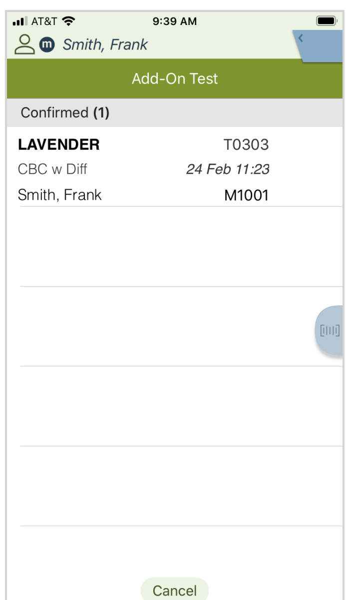


8. Scan the printer to which the label for the add-on test should be printed.

9. If the add-on test label does not print correctly, select **Reprint** from the **Options** menu.



10. If the label printed correctly, touch **Confirm.**



11. The confirmed add-on test is displayed.

12. Scan your badge to complete

the workflow and document the add-on test, and confirm that the add-on test label is affixed to the existing specimen.

Test Cancellation Handling

PatientTouch and the Clinical Manager can be configured to reflect the latest, up-to-date test cancellation information. Therefore, when there are multiple tests for one sample tube, and if one of those tests are cancelled, the cancelled test will no longer appear on:

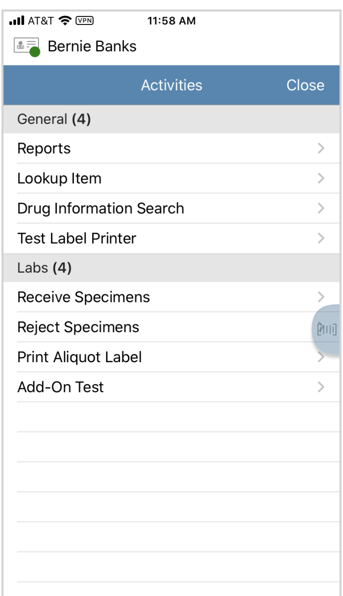
1. The Phlebotomist's To Do list.
2. The Lab Orders screen of the Clinical Manager.
3. Specimen Collection sample label.

Likewise, this cancellation handling behavior will continue as each test is cancelled from an accession. If all of the tests are canceled for the same tube, then the collection of the tube will also be canceled.

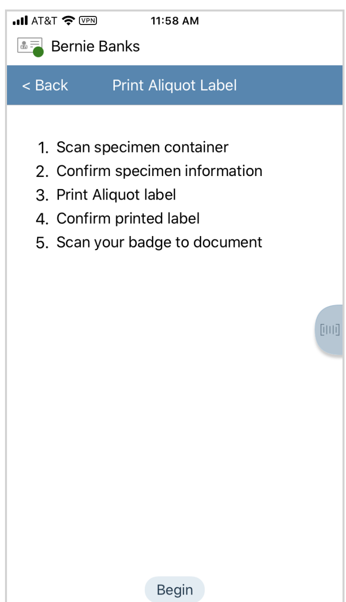
Print Aliquot Label

For those tests you want to send out for processing, or to divide specimens for testing in the lab, the PatientTouch System may be configured to print aliquot labels.

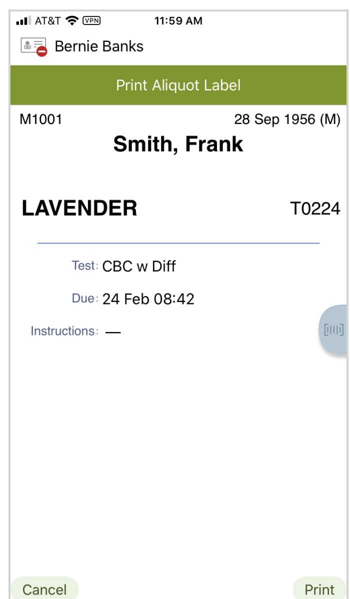
To print aliquot labels, launch the PatientTouch application and log in. Continue with the instructions below.



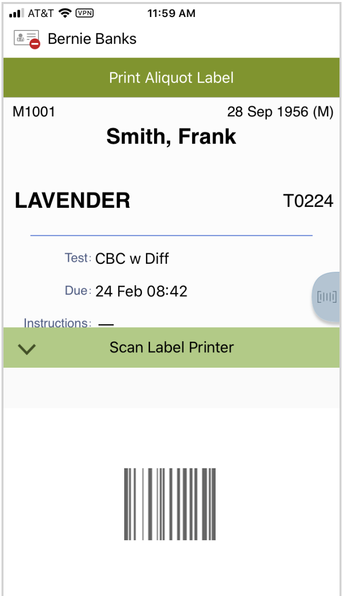
1. Touch **To Do > Activities** and select **Print Aliquot Label**.



2. Scan the barcode on the label of the specimen you want to aliquot.

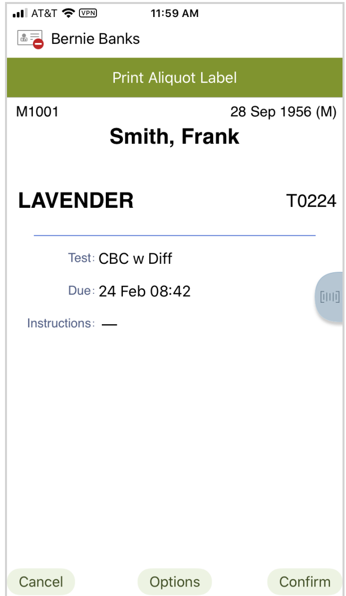


3. Review the specimen details and touch **Print**.

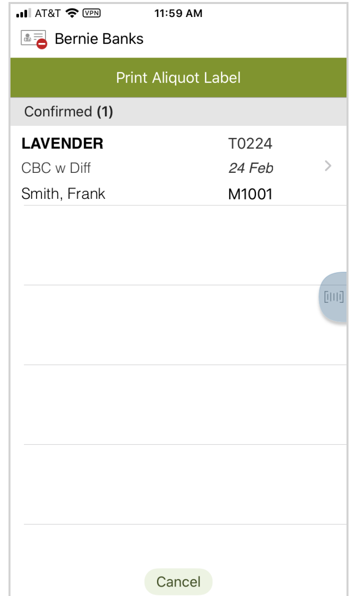


4. Select the printer to which the aliquot label should be printed and touch **Accept**.

5. If the aliquot label does not correctly print, select **Reprint** from the **Options** menu.



6. If the label printed correctly, touch **Confirm**.



7. The confirmed aliquot specimen is displayed.

8. Scan your badge to complete the workflow and document the aliquot label. Confirm that the label is affixed to the aliquoted specimen.

If the Select Label Printer by Scanning Barcode option is selected in the Label Printer Settings section of the *Configuration > Global Settings* screen in the Clinical Manager, the user must scan the printer's barcode to select the printer and print the specimen labels, rather than touching Print and selecting the printer from the list.