

Phlebotomy: Service Guide Policy

PURPOSE

This policy outlines the Rush Medical Labs sponsored phlebotomy services offered to various areas in Rush University Medical Center including inpatient and select outpatient settings. Clinics covered include the Professional building Lab, Rush University Internists Lab, and the Westgate Building Lab.

NOTE: This policy is not meant as a guide for ordering lab tests in EPIC.

For a complete blood collection guide, visit the on-line [Rush Medical Labs User's Guide](#). Select the "Search" tab.

INPATIENT PHLEBOTOMY SERVICE

Phlebotomy supervisor pager: 85-7090

1. FIRST AND SECOND SHIFT 04:00 - 22:30

1. Routine phlebotomy sweeps, including timed draws, are offered daily on first and second shift. Sweeps are scheduled often to offer maximum phlebotomy coverage and eliminate the need for most stat draws. Sweep and EPIC Order cut-off times are listed below:

Shift	Sweep Time	Sweep Order Cutoff Time *
1	04:00 – 08:00	03:00
1	10:00	09:30
1	12:00	11:30
2	14:00	13:30
2	16:00	15:30
2	19:00	18:30
3	22:00	21:30

2. *Order cutoff time is defined as the latest time orders may be placed in EPIC for that specific sweep.
3. If an order is placed after the stated cut-off, the lab will not have knowledge of the request and it will default to the next sweep. If the cut-off is missed, and the sweep has not yet begun, a pre-printed lab label or manual requisition should be placed on the phlebotomy clipboard before the phlebotomist arrives to the unit.
4. Phlebotomist may be approached to draw a non-scheduled patient while they are performing a unit sweep but depending on their schedule may not always be able to oblige.
5. When EPIC is unavailable, a requisition should be completed and left on the

Phlebotomist clipboard for drawing at the next scheduled sweep time.

6. Stat testing

The only stat tests available on first and second shifts are lactic acid and blood cultures. Stat lactic acids should be drawn within 15 minutes. Stat blood cultures should be drawn within 1 hour. These orders will automatically print in the lab when ordered through EPIC. They should be ordered as **PRIORITY: STAT** and **ORDER CLASS: LAB COLLECT**. No other tests are drawn stat.

2. **THIRD SHIFT 22:00 – 06:30**

Monday through Friday third shift offers:

1. Draws on new admissions,
2. Stat draws including blood cultures and lactic acid
3. Timed draws for **APTT HEPARIN and TROPONIN**.

On weekends, third shift offers service limited to Stat draws (including blood cultures and lactic acid) and timed draws for **APTT HEPARIN and TROPONIN**.

LAB DRAWS ON TRANSFERRING OR TRANSFERRED PATIENTS

1. EPIC will only transfer lab orders along with the patient if the transfer is made **before** the sweep ordering cut-off time and the transfer is **updated** and **completed** in EPIC. Lab orders for patients transferring after the cut-off time will require re-ordering when the patient arrives on the transferred unit.

Q6H Orders

1. Q6H draw orders are problematic as timed draws in EPIC because part of an order may fall in between sweep cut-off times and be missed. To ensure these orders are not missed, it is suggested that timed orders be ordered and released individually before the sweep cut-off times.

SPECIAL UNIT REQUESTS

1. There are several units that require blood draws earlier than the 6:00 sweep. These requests must be approved by Rush Medical Laboratories. Currently the following units are approved: 10E, 10W, 11W, and 13E.

BLOOD GAS DRAWS

1. Phlebotomists do not draw arterial blood gases. Only venous blood gas draws are performed.

HEEL STICKS

1. Phlebotomists are available to perform heel sticks on infants only.

UNABLE PATIENTS

1. The initial phlebotomist assigned to a patient is allowed only 2 attempts.
2. If unable to collect the sample after two attempts, a second phlebotomist may try only once more.
3. If still unable to obtain a sample, the service is notified and the service becomes responsible for the blood collection.

NON-PHLEBOTOMY DRAW SPECIMENS

1. Prescheduled nurse draw labels will print in the lab at 00:01 and 01:45 and will be tubed immediately to the unit.
2. Specimen Labeling
 1. Placement- Vacutainer tubes:

All labels should be placed lengthwise on the tube in such a manner to leave an opening or "window" to view the specimen contents for sufficient quantity, hemolysis etc. For ALL blood tubes- the label should be placed toward the top (stopper) of the tube.

2. Placement- Microtainers

The small label sticker should be placed on the microtainer tube. The larger sample sticker should remain on the label set.

In both cases the label set should be sent along with the sample. The label set should include the time of collection and initials or LIS ID number of the person who collected the sample.

Specimen Identification

1. The actual sample collected must be labeled with a minimum of patient name and medical record number
2. If using a lab generated label all the necessary info is included.
3. If sending a specimen with a paper requisition you must label the actual sample with an EPIC patient sticker or hand write the patient's name and medical record number. Collection time and other information such as doctor's name and pager, patient location and source of sample must be noted on the requisition.
 1. Collection Set Labels are only to be used for the day indicated. Please include collection set labels when sending specimens to the laboratory.
 2. Unused label sets should be returned to the laboratory at the end of the day with "CANCEL" written on them.

Nurse Draws

1. If a patient is designated as a nurse (RN) draw, it is the nurse's responsibility to collect the sample. If the nurse is not able to collect the sample and requires assistance from the Phlebotomist she must page the Phlebotomist to inform them and leave the labels/requisition on the Phlebotomy Clipboard.
2. If you have any questions regarding a draw, please page the phlebotomy supervisor at 85-7090.

RESEARCH STUDIES ON INPATIENTS

1. The phlebotomist will draw inpatient research study specimens under the following conditions only:
 1. A research study requisition with a client number may be placed on the phlebotomy clipboard before the beginning of a sweep.
 2. A research study requisition with a client number may be given to the phlebotomist during the sweep as an add-on, and the phlebotomist will draw it if he/she has orders to draw the patient and has not yet to do so.

OUTPATIENT PHLEBOTOMY AREAS

Rush Medical Labs provides phlebotomy service for the following outpatient areas:

Professional Building Laboratory	RUI/TOB Laboratory	Westgate Laboratory
1725 W. Harrison - Suite 439	1700 W. Van Buren - Suite 5315	1645 W. Jackson - Suite 315
Monday - Friday: 07:00 - 17:30	Monday - Tuesday: 08:00 - 16:15	Monday - Friday: 08:30 - 13:00, 14:00 - 16:30
Saturday: 0700 - 13:30	Wednesday: 09:30 - 18:45	Closed Saturday, Sunday, & Holidays
Closed Holidays & Sunday	Thursday - Friday: 08:00 - 16:15	
	Closed Saturday, Sunday, & Holidays	

SAMPLE REQUIREMENTS

1. For a complete blood collection guide, visit the on-line [Rush Medical Labs User's Guide](#). Select the "Search" tab.
2. If the test is not listed, please contact our Client Services Department at extension 22378 (2-BEST).

LABORATORY INFORMATION

1. For lab results, test information, add-ons, or reports, please contact our Client Services Department at extension 22378 (2-BEST)
2. For billing or pricing information contact a financial counselor at 25644 or 28852.

3. For research pricing contact LIS at 22314.