



## SYSTEM LABORATORY

OSF System Laboratory Clients:

We have undertaken a proactive initiative to improve our current specimen accountability/chain of custody protocols for samples that are transported via courier from remote sites. While lost specimens are extremely rare, there must be zero tolerance for the sake of our clients and patients. CAP standard **GEN.40530** applies. In order to ensure that there is clear traceability from the point of specimen pick-up at the client to the point of receipt in the OSF specimen processing department, you should expect the following:

-For **OSF clients** submitting on an EPIC packing list: **no changes to your current process.** Continue to verify all specimens are added to the EPIC packing list per procedure prior to courier pick-up.

-For **non-OSF outreach** clients that submit manually via paper requisitions: **the only change to expect is that the couriers will be performing a documented manual specimen count at your site.** No actions/changes needed from your facility.

-For outreach clients that submit electronically via **Atlas** orders: the following process is needed. Your OSF outreach client representative will be in touch with you to answer any questions that you may have and to confirm your understanding. Note: for Atlas clients already following this protocol, your process will not change.

-As close as possible to the time of sample shipment/courier pick-up, **print the Atlas manifest. This includes samples that are placed in a lockbox for pick-up.**

-**Perform a specimen count and document the count and your signature/date at the bottom of the manifest.**

\*\*An example of the documentation would be:

\_\_\_ (insert number) room temp samples, \_\_\_ refrigerated samples, \_\_\_ frozen samples. Signature/date.

-**Bag specimens as usual**

-**The courier will also perform a count and document his/her signature at the bottom of the manifest.**

-**Note: A new manifest is printed and this process followed with each shipment.**

In addition to these enhanced specimen accountability protocols, OSF System Laboratory Courier Services will be putting some additional process controls in place regarding specimen transport as it relates to temperature requirements. As with lost specimens, the target error rate is zero occurrences.

Thank you in advance for your collaboration and support of this process improvement that will allow us to serve you better and make every effort possible to be error-free with specimen transport.

**IMPLEMENTATION DATE: MONDAY MARCH 14, 2016**