

**WASHINGTON ADVENTIST HOSPITAL
LABORATORY POLICY**

Laboratory Service Level Expectations

Effective Date: 8/81

Policy No: LAB.L2-1

Cross Referenced:

Origin: Laboratory

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Authority: Laboratory

Revised: 5/04;3/06;1/07;2/10;9/10;6/11

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PURPOSE: To define the Laboratory service level expectations.

Hours of Operation

- Inpatient services for blood collection and testing are provided 24 hours a day, 7 days a week.
- Outpatient Services
 - The Laboratory is open for routine and STAT outpatient blood collection and testing weekdays from 0700-1900 (7 PM). On weekends, Memorial Day, July 4 and Labor Day the hours are 0700-1500 (3PM). The Lab is closed for outpatients on Thanksgiving, Christmas and New Year's Day.
 - Appointments are not required, except for glucose tolerance testing.
 - Although the hours of operation are defined, patients will not be turned away if he/she arrives after regular business hours and is registered by the Hospital Registration Department. The patient must be wearing an outpatient armband.

Routine Blood Collections & Testing

- Results of routine morning collections will be available at 0800.
- Phlebotomy collection rounds are made throughout the day for routine orders.
- Phlebotomists prepare collection lists and draw specimens hourly between 0900 and 2100.
- Tests ordered as routine from 2045 through 0245 are drawn with the morning collections.
- Routine collection lists are prepared 15 minutes prior to the hour.
- Specimens ordered as routine and tested on site will be resultd within 2 hours of receipt in the laboratory (see on-site test menu).

STAT Blood Collections & Testing

- **A list of on-site tests the laboratory performs STAT appears below.**
- **STAT orders will be drawn within 15-20 minutes of order.**
- **STAT tests will be resultd within 1 hour of receipt in the lab. Exceptions: see STAT Test List.**

- Notes**
- a) Serum samples must be fully clotted before testing can begin.
 - b) TAT listed is ideal - instrument malfunction/technical problems may cause delays.
 - c) Result time is dependent on the number of STAT tests the lab is managing at any one time.

STAT TEST LIST

Hematology & Coagulation	In Lab Turn Around Time	Chemistry	In Lab Turn Around Time
Bleeding time	60 min.	Acetone	60 min.
BNP	60 min.	Albumin	60 min.
CBC	45 min.	Alcohol, blood	60 min.
Cell count - fluid	60 min.	Alkaline Phosphatase	60 min.
D-Dimer	60 min.	Ammonia	60 min.
ESR (sed rate)	90 min.	Amylase	60 min.
Fibrinogen	60 min.	Basic Metabolic Screen	60 min.
Kleihauer Betke	6 hours	Beta HcG, qualitative	60 min.
Platelet Count	60 min.	Beta HcG, quantitative	60 min.
PT	60 min.	Bilirubin, Neonatal	60 min.
PTT	60 min.	Bilirubin, total and direct	60 min.
Retic Count	60 min.	BUN	60 min.
Sickle Cell Prep	60 min.	Calcium	60 min.
		Cardiac profile	60 min.
		Comprehensive Metabolic Panel	60 min.
		CPK	60 min.
Urine & Immuno		Creatinine	60 min.
DADS - CSF	1-2 hours	CSF, protein and glucose	60 min.
Monospot	60 min.	Electrolytes (Na, K, Cl, CO2)	60 min.
Occult Blood	60 min.	Gamma GT (GGT)	60 min.
SUDS HIV	60 min.	Glucose	60 min.
Urinalysis	60 min.	Iron	60 min.
		LDH	60 min.
		Lipase	60 min.
Microbiology		Liver Panel	60 min.
Gram Stain	60 min.	Magnesium	60 min.
Influenza virus antigen	60 min.	Osmolarity (serum, urine)	60 min.
Malaria Smear	120 min.	Phosphorous	60 min.
Quick Strep	60 min.	Protein, total	60 min.
RSV	60 min.	SGOT (AST)	60 min.
		SGPT (APT)	60 min.
		Troponin	60 min.
		Uric Acid	60 min.

Therapeutic Drug Levels	TAT	Therapeutic Drug Levels	TAT
Acetaminophen (Tylenol)	60 min.	Phenobarbital	60 min.
Carbamazepine (Tegretol)	60 min.	Salicylate (aspirin, ASA)	60 min.
Digoxin	60 min.	Theophylline	60 min.
Dilantin (Phenytoin)	60 min.	Tobramycin	60 min.
Gentamicin	60 min.	Urine drugs of abuse	60 min.
Lithium	60 min.	Valproic Acid	60 min.
		Vancomycin	60 min.

Blood Bank	TAT
Issuing uncrossmatched O neg RBCs	5-10 min.
Type & Crossmatch for patient with negative antibody screen	60 min.
Type & Screen	60 min.
Issuing blood after an immediate spin X match (for patient with a current negative antibody screen) Note: Type specific blood products will not be issued if the patient requires an ABO confirmation specimen.	10 min.
Plasma thaw time	30 min.
Platelets (if in-house)	30 min.
Platelets (on order)	2 hours
Cryoprecipitate	30 min.

TIMED Blood Collections & Testing

- A list of tests that are appropriate to be ordered as a timed priority are listed.
- Timed orders will be drawn within 15-20 minutes of order time.
- Timed tests will be resultated according to the times listed after receipt in the laboratory.

Notes:

- a) Serum samples must be fully clotted before testing can begin.
- b) The time listed is ideal and does not take into consideration instrument malfunction or technical problems.
- c) Result time is dependent on the number of STAT& Timed tests the laboratory is managing at any one time.

Timed Test Listing

TEST	TAT	TEST	TAT
Cardiac Profile	60 min.	Gentamicin	60 min.
H&H	60 min.	Tobramycin	60 min.
PT	60 min.	Vancomycin	60 min.
PTT	60 min.		

Telephoning of Results

- The Laboratory will NOT call STAT results.
- The Laboratory WILL CALL critical results (refer to critical result listing in Laboratory Specimen Procurement Manual).
- The Laboratory MUST verbally report critical results to a NURSE.
- Releasing critical laboratory results, as well as subsequent results, is dependent upon prompt response from nursing staff in accepting the critical lab value.
- For regulatory purposes the first and last name of the nurse taking and reading back the result is required for documentation purposes.

Testing Delays

- The Laboratory WILL notify the Emergency Department when unexpected delays occur due to instrument malfunctions, technical problems or other events.
- All scheduled computer downtime will be coordinated through the IT department and communicated throughout the hospital according to policy.