

## Standard Work for Outpatient Lab Collection (Phlebotomy) on Weekends/Holidays/After-hours

<b>Last Updated:</b> 6/24/2024	<b>Owner(s):</b> Shawn Lewis, MLS(ASCP) <sup>CM</sup>	<b>Performed by:</b> Clinical Care Team, Phlebotomy, Support Services
<b>Version:</b> 1.1	<b>Revised by:</b> Panwichit Tongvichit, MSHA, MLS(ASCP) <sup>CM</sup>	<b>Trigger:</b> Outpatient Lab draws outside of regular business hours of Mon- Fri 0800-1800 (weekends/holidays/after hours)
<b>Scope (who?):</b> LIPs/ Clinicians, Welcome Team, Contact Center, Phlebotomy Supervisors, Phlebotomy Inpatient On-Call, Lab Client Services		
<b>Purpose:</b> To coordinate outpatient lab draws for non-emergent but time-sensitive labs on the weekends/holidays/after hours. To prevent Lab-Only Emergency Department visits. This process is limited to non-emergency, outpatient lab rechecks essential to clinical care.		

	Work Performed by:	Major Steps:	Details:	Importance/ Rationale
1	LIPs/Clinicians	Schedule outpatient lab collection on weekends/holidays/after-hours	Contact the Phlebotomy Supervisor by paging PIC 4131 or calling 434-982-3181 to coordinate the patient's visit, lab orders, and check-in process.	Coordinate patient visits, ensuring the phlebotomist responsible for the collection has the appropriate skills to serve specific patient populations.
2	LIPs/Clinicians	Contact the Patient to provide the appointment details and check-in instructions	Check-in Instructions: <ul style="list-style-type: none"> <li>- Upon arrival, the patient check-in at the main Lobby Information Desk.</li> <li>- Wait for the Phlebotomist in the Lobby (this may take up to 15 minutes)</li> </ul>	Patient Education
3	Phlebotomy Supervisor	Document and communicate to appropriate teams.	Write a note on the Inpatient Clipboard to alert the team of the appointment.  Send an email with patient information and visit details to the Phlebotomy, lab client services, and the Welcome teams.	Ensures appropriate notice to coordinate and prioritize the patient's visit.
4	Welcome Team	Patient Check-in	Page <b>PIC 1417</b> to notify the Phlebotomy Inpatient On-Call of the patient's arrival.  Expect a callback from Phlebotomy within 10 minutes. If the callback is not received within 10 minutes, escalate to the Phlebotomy Supervisor by paging <b>PIC 4131</b> .	Initiate lab visit

6	Phlebotomy Inpatient On-Call	Acknowledge Patient Arrival	Call the Information Desk to acknowledge patient arrival and provide an estimated wait time.	Manage expectations on wait times.
7	Welcome Team	Inform the patient	Instruct the patient to wait in the lobby for the Phlebotomist. Provide estimated wait time to the patient.	Manage patient expectations.
8	Phlebotomy Inpatient On-Call	Request Patient Registration	Contact Lab Client Services to Register the patient.	Phlebotomy does not register patients.
9	Lab Client Services	Registers Patient	Register patient for the date of service.	All lab work requires an active encounter for the date of service.
10	Phlebotomy Inpatient On-Call	Meet Patient and Collect Labs	Meet the patient in the lobby. Take the patient to the collection chair (PETC). Collect Labs.	Perform essential job functions.