Specimen Rejection Policy Summary

Every attempt will be made to perform the requested testing, but not at the expense of invalid results. This laboratory will reject specimens it feels will not provide reliable results.

Common Reasons for Specimen Rejection:

1. Labeling Errors:
   - Specimens with no label or missing required identification information
   - Specimens for Blood Bank, including typing and/or crossmatching without the required two verification signatures (one of the signatures can be the patient or patient representative)
   - Specimens that are mislabeled (Do not match the name/identification on the request form)

2. Collection Errors:
   - Wrong preservative or anticoagulant for requested test(s)
   - Improper ratio of anticoagulant/preservative to specimen "Short-fills", "Over-fills"
   - Wrong specimen type collected for requested tests
   - Clots in specimens that require non-clotted blood
   - Hemolyzed specimens where hemolysis will influence the test results
   - Insufficient quantity for requested analysis (QNS)

3. Handling Errors:
   - Specimens that should have been separated
   - Specimens that should have been frozen, or should not have been frozen
   - Specimens that needed to be sent on ice
   - Excessive delay in specimen transport (too old to give reliable results)

4. Specimen contaminated:
   - Cross-contamination of specimens with other body fluids
   - Non-sterile technique used in obtaining the specimen

5. Other:
   - Specimen received without a proper order if the laboratory is unable to receive one
   - Inadequate clinical data (i.e. specimen source and patient history)
   - Discrepant or questionable laboratory results may require a recollection

Steps taken when a specimen is found to be unacceptable:

1. Laboratory staff will notify the ordering physician /provider /nurse /office / or submitting laboratory of the reason why the specimen was unacceptable, and inquire about a resolution. Details for specimen recollection will be provided at this time, if request is to be resubmitted.
   - Original order will be cancelled and credited within the lab
   - A new order must be submitted with a new specimen

2. Handling of "Rejected specimens" following discovery.
   - Questionable specimens will be quarantined until the issue is resolved
   - Specimens that are unquestionably unacceptable will be discarded
   - Mislabeled specimens will NOT be returned to client for relabeling

3. Documentation of all unacceptable/rejected specimens will be maintained by this laboratory and will include the following:
   - Identity of party notified
   - Time and date of notification
   - Reason for rejection
   - Disposition of specimen
   - Identity of lab staff member making the discovery and party making the notification

Irretrievable Specimens:

If it is determined that a specimen is irretrievable, depending on the reason for rejection, tests may sometimes be performed, and the results reported with a qualifying statement.

   - This action will require the ordering physician to intercede with a pathologist or pathology resident, who will make the determination of whether any testing will be performed.