2021
LAB TRACKING PROVEN PROCESS - ANTECH

Lab Tracking Form

- To keep track of all lab samples from receiving to notifying the client of their pet's lab results, all lab samples are immediately logged on the lab tracking form, processed and refrigerated. The lab tracking form is located on the side of the refrigerator in the lab processing area.
- When the employee receives a label sample they will follow the following steps:
    - Ensure the sample is labeled with the pet's name.
    - Enter the lab sample information on the lab tracking form.
    - Place in the appropriate sample container when needed.
    - When a red top tube is given as the sample, or one of the samples, let it clot for 10-15 minutes and spin it down in the centrifuge before refrigerating.
    - In the Container Used section, record what container is being sent out. Example: 'R' - for red top, 'P' - for purple top, 'U' for urine and 'F' for fecal. If urine and/or fecal is pending make sure to note this in the block as, U pending or F pending. This will help one of our team members know that we are waiting on this sample should the client drop it off days after the visit.
    - If the patient has an illness appointment, highlight the patient's name on the lab tracker form.
    - In the lab column write the sample received.
    - In the processed by column you will enter your initials if you processed the lab sample.
    - Place the sample in the appropriate packaging and place in the refrigerator.

Processing Lab Samples

- Confirm the eVet invoice has been paid.
- For Lab Samples being sent to Antech:
    - Search by client's name in eVet to pull up their invoice and within their invoice you will click on the description of the lab test being requested.

  - If you don't see the charge for the test, click on View History under Account Balance. This will bring up all invoices from when the patient was seen. Click on the correct date of service and click on the description of the lab test. This will bring you to the Treatments page that shows all the charges for the visit. You want to scroll down to the Labs section and click on the green LAB ORDER button.
  - In the Notes section you will want to write down any information given about the samples. Example: if we obtained urine by free catch or by cysto, we want to note how the urine was obtained using the wording, Urine obtained by *_____*. Noting how the urine was obtained is important for diagnostics and patient care.
  - If we did not receive a fecal sample and/or urine sample, and it was paid for, we want to make note of 'fecal and urine pending.' By doing so, it will give Antech all the information they need to perform the test. Pending information will also be entered on the lab tracking form.
  - Hit Submit and it will ask you if you are ready to submit because after submitting the order, changes can't be made. Double check you have noted in the Notes box any information that needs to go with the sample and hit Yes.
  - This will generate the Lab form that you will need to print out. Click on the printer icon to generate the PDF to print
- For Lab Samples being sent to other laboratories follow the Outgoing Labs Proven Process document for requisition forms, packaging and mailing
- For all Lab Samples, click on the lab test link and it will bring you to Treatments. Scroll down and click on the line item for the test again and click Send Treatment Label to DYMO. Place the label sticker on the lab tracking form over the handwritten pet's name.

Packing the lab order

- For Antech Lab Samples
  - Fold the lab form so the client/patient info is facing out and the sample in the packaging bag. Packaging bars are located in the drawer under the counter where the label says Lab Equipment.

- Place the sample bag in the fridge in the purple bin labeled Samples to go out.

** There may be times when samples are being sent out for an Inpatient. Since an Inpatient is typically staying for the day, you may not be able to process the lab until they are discharged and the invoice has been paid. If this is the case, you will still spin the Red Top tube of blood (if received) and place this with any other samples in an Antech bag and place it in the fridge in the blue bin labeled Samples to be Processed. It's important to know that if the samples can't be processed during the time they are received, they are to be placed in the fridge until they are ready to be processed.

Samples dropped off at a later time

- If a sample is dropped off at a later time, you want to look back on the Lab Tracking Form to see what was missing to complete the testing. This is where it's beneficial noting U pending or F pending when the sample was initially sent out.

- You will record on the Container Used box U sent and the date it was received.

- You will have to go back into the Patient's treatments to reprint the Lab Form and the label to mark on the Lab Tracker

Running end of day report

- **At 4:45 PM**: Before running a report on the day's labs double check that the labs in the bin match what is on the Lab Tracking Form. If they do, in the next column where it says End of Night Report, write your initials as you are checking them off.

- Create a lab report in eVet. To create the report, go to reports at the top of the page, then click usage report. Click New Run, name the report labs as Outside Labs and change the dates to today's date. Under Billable items click the + for labs, then the box for Laboratory Outside and Wellness Plan Labs, scroll down to the bottom and click generate. Compare this report to the lab tracker to ensure all labs were charged for. If they are correct, you want to place a checkmark next to your initials on the End of Night Report box as confirmation that the samples were sent out.

- Make sure the sample and lab form are in the bag and make sure the label sticker on the lab tracking sheet matches.

- Place all samples with an ice pack in the Antech box on the porch by **5:00 PM**

The following morning

Printing labs

- In the morning, on the top of the eVet bar, there is a tab labeled “labs” that will contain a number in parenthesis. Click on this to access all lab results from the previous day.

- If there is a fecal result, create a call back for the patient if it is negative, or print out the pdf if the fecal is positive. If it is a fecal from a sick patient (indicated on the lab sheet by a highlighted name), print out that result regardless if it is negative or positive.

- To print out any lab result,all the way to the left is a yellow pencil symbol indicating an edit button. Click this button to bring up the lab results.

- From there, above the results in the right corner is a pdf button. Click this to open as a pdf.

- Go to the printer button, select “RICOH MP”, black and white color, and continue to print.

- Under the patient’s medical record, verify the doctor that saw the patient by viewing exams that correlate with the date. Put the doctor’s initials in the top left corner, then place it in their box (doctor Sands- door, doctor Sautner- inside the door to the left under “incoming labs”).

Verify by doctor

- On the lab tracker form, review patients’ labs three days prior to today’s date.

- By going to the patient’s communication log in their medical record, communication of the lab results should be shown.

- In the column of the lab tracker sheet labeled “verified by doctor”, say who communicated it by putting initials, a check mark indicating that it was checked, and your initials.

- If the lab results are not communicated to the client within 3 days, whiteboard Jess explaining which patient it is and how long the results were delayed for.