

## 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.