

## REJECTION OF SPECIMENS

### 1. INCOMPLETE PATIENT OR SPECIMEN INFORMATION

- a. Incomplete or conflicting information in the Epic order, the Ophthalmic Pathology Consult Request form, or the specimen container **may result in a delay in accessioning and/or processing of the tissue**. Correct information must be obtained from a physician member of the surgical team.
  - i. A diagnosis **cannot** be rendered until any required missing information is received from the primary staff physician (College of American Pathologists (CAP) regulations).
  - ii. All requests for consultation must be done by in Epic order for an Eye Pathology Exam. Verbal or phone orders are not accepted.
- b. Problems are documented by adding a case flag in Epic Beaker and writing the case flag/problem in red ink on the case paperwork.
- c. The ophthalmic pathology lab informs the staff physician and head nurse of the respective area of problems. (QA: 1.2.1) Monthly e-mail Problem QA notices will be sent out to involved staff.
  - i. The following information is documented in the Specimen Rejection Notebook for each problems case:
    - a) Date the problem occurred
    - b) Staff doctor's name
    - c) Nursing unit involved
    - d) Patient name
    - e) Patient medical record number
    - f) Patient accession number
    - g) Description of the problem
    - h) How specimen may be affected
    - i) Explanation of how future problems may be avoided
    - j) Problem resolution
- d. A copy of each notice is kept in the Specimen Rejection/Problem notebook.
- e. Specimen rejections are also a part of Ophthalmic Pathology's Quality Management Program.

### 2. SENDING INFORMATION TO THE OPHTHALMIC PATHOLOGY LABORATORY

- a. Due to possible miscommunication and laboratory regulations **patient information cannot be received over the phone unless the communication is physician to physician**. Otherwise, information must be received in written form from a physician on the surgical team regarding specimen/patient in question.

- i. The ordering physician must provide the ophthalmic pathology laboratory with the pertinent patient information in the one of the following ways, the same day it is requested:
  - a) E-mail: peggy-harris@uiowa.edu
  - b) Fax: (319) 335-7193
  - c) Placing an Epic order for “Eye Pathology Exam if not already done.
  - d) Physically coming to the laboratory and filling out a requisition form (233 MRC)
- ii. Any e-mail or fax received is stapled to the original patient order/paperwork.
- iii. If the information is not received from the physician after two attempts, the Clerk IV and the Eye Pathologist will be made aware of the situation.
  - a) The Clerk IV or the Eye Pathologist will contact the attending physician to inform them of the problems again and will let them know a diagnosis cannot be rendered until the information is received for our records.

### 3. GIVING PATIENT INFORMATION TO PHYSICIANS

- a. Clerks, laboratory supervisor, technicians and students **cannot give patient information over the phone** to a physician; only the pathologist can give this information to the a physician.
  - i. If a conversation occurs between the surgeon and the pathologist regarding the specimen, it will be documented with date and time in the Comments section of the final patient report for permanent record.
- b. If you wish to know the status of a case, you may phone the ophthalmic pathology laboratory (319-335-7609) or check in Epic – Chart Review under “AP” tab.

### 4. COPIES OF FINAL REPORTS

- a. A hard copy of the final report is available in the F.C. Blodi Eye Pathology laboratory. Printed copies can also be obtained from Epic on the AP tab in Chart Review of the electronic medical record by accessing the link for the printable version of the report.
- b. When pathology reports are verified electronically in Epic Beaker, they are automatically available in Chart Review, AP tab in the Epic system as Anatomic Pathology Results. A “Resulted Test” notice is sent to the Epic in-box of the submitting physician. Ophthalmic pathology reports remain on the Epic system indefinitely as part of the electronic patient record.