

Laboratory Label Misalignment & Patient Identifier Verification

INTRODUCTION

Laboratory specimens are being sent to lab with missing patient identifiers, incorrect identifiers, or cut-off/incomplete barcodes.

- **ALL laboratory specimens MUST have two patient identifiers: Legal Name with DOB or MRN.**
- **ALL laboratory specimen barcodes should be complete, clear, and properly placed on tube.**
- **Specimens for Transfusion Services (Blood Bank) must clearly contain full patient legal name, DOB, full MRN - and with completed IHIS collection documentation.**

SITUATION

- The Clinical Labs are receiving samples with missing and/or incorrect patient identifiers.
- Barcodes are cutoff/not complete, and units are selecting “barcode not readable” during positive patient/specimen identification.
- Labels are printing with missing patient identification (name) or barcode, or there are mismatch patient identifiers between bedside label and laboratory label.
- This applies to all laboratory specimens – blood tubes, swabs, cup and tissue containers.

BACKGROUND

- Laboratory specimens are being rejected/sent for redraw.
- Laboratory employees are spending extra time troubleshooting.
- Safety events have been entered across multiple units related to missing patient identifiers.
- Nursing staff must sign release forms for non-transfusion related specimens, and laboratory staff must document and enter in events in PSR system.

ASSESSMENT

Missing identifiers occur due to two reasons:

- Misalignment of printers
- Improper self-check of patient identifiers

RECOMMENDATIONS

1. **DO NOT** pull off lab labels. Carefully rip to keep alignment (tearing upward instead of downward). Failure to do so causes the next label to advance too far, and the next label will be misaligned/cutoff.
2. Nursing must validate and verify to make sure each label has **two patient identifiers and a barcode**. If you print a label and it does not have a **Legal Name with DOB or MRN, and barcode** - **PLEASE REPRINT! Perform a Self-Check (Stop Review Act)** the labels before placing them on the tubes!
3. If a printer is misaligned, click the **FEED** button (*Images below*)
4. If it persists, call the help desk or **submit a ticket for field services** if a reprint and clicking the feed button does not resolve the issue.

ZD410



ZQ610

