

**Title: Specimen Pick-up and Drop-off Process**

**Purpose:** Define process for specimen pick-up and drop of during Covid 19 Pandemic.

**Procedure:**

**Lab Specimen Drop Off Hours: 8 am to 4:30 pm.**

**Pick-up Collection Device**

- PCP/Clinical/Reception informs patient a specimen is needed and instructs patient to present to the health center to receive collection material. Patient is instructed to come to the health center to pick up a collection device, wear a mask and call into the Health Center Main number upon arrival to the center (remaining in the car).
- PCP places order in patient's chart.
- Patient calls the Health Center Main number from their car upon arrival and stays in their car.
- Reception staff transfers call to the lab.
- Lab staff verifies name and DOB, insurance, car type and location in the parking lot from patient.
- Lab staff gathers collection material based on the order(s) in Athena.
- Lab staff brings materials to patient in their car.
- Lab staff gives verbal/written instructions for proper collection, labeling and drop-off procedure while social distancing and wearing appropriate personal protective equipment (mask and gloves).

**Drop-off Specimen**

- Patient arrives at the Health Center and calls Health Center Main number while remaining in their car.
- Reception staff transfers call to the lab.

- Lab staff verifies name and DOB, insurance, car type and location in the parking lot from patient.
- Lab staff presents to patient in car and receives properly labelled specimens from patient wearing appropriate personal protective equipment (mask and gloves).

**\*\*Note:**

- **If Lab staff is outside of the building drawing another patient, receptionist will please ask the patient with the specimen to wait in their car until lab staff is available to take the specimen from them. A lab staff member will work to go to the car to accept the specimen from the patient when they are available to do so.**
- **If a patient presents to the lobby, the employee at the main entrance performing screening will direct the patient to place the specimen in a container labeled for lab specimens at the main entrances. Lab staff will pick up specimens routinely throughout the day.**
- **If Lab staff is at lunch and/or not available to take call from reception regarding a specimen, the receptionist will direct the patient to the main entrance. The patient will leave the specimen in the container labeled for lab specimens at the main entrance. Lab staff will pick up specimens routinely throughout the day.**

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| <b>Approval</b>  | Gina Campbell MSN, RN, Vice President, Clinical Operations |
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