

**UR MEDICINE LABS
CLINICAL LABORATORY ASSISTANTS
LAB SUPPORT TECHS I, II, III, IV
ASSIGNMENTS & SUMMARY OF JOB DUTIES**



SPECIMEN MANAGEMENT AND RECEIVING (SMS)

- I. Window: Primary receives samples from couriers, triages by urgency level, stability and specimen type, sorts by laboratory and lab location.
- II. Accessioning (order entry): registers patient demographic & billing information to the Health Information System and Lab Information Matches specimen test orders to the patient account in the Lab Information System. Confirms that the patient name and lab label match from the specimen match the order in the health information system by checking 2 forms of identification. Checks that the collection information is current and that the patient's demographic and billing information are correct in the system. Accuracy for every test run on each sample from this point forward depends on the employee's ability to pay attention to these details.
- III. Aliquot: Centrifuges and pipets aliquots of samples into the testing tubes used on the analyzers. Address clotted samples, short volumes and specialized handling procedures (short sample volume; clotted samples; etc.) as needed. This station also does Preanalytic processing for urine samples.
- IV. Automation: Loads samples on the ROCHE 8100; ensures that the operation of the ROCHE 8100 is smooth. Troubleshoots the instrument when problems arise. Adds consumables as needed, runs maintenance, etc. Ensures that samples are labeled properly for smooth automation. Unloads samples by stability to offline testing areas or for storage. Investigates and remediates any errors.
- V. Exception Handling (EHT): follows up on "problems"; i.e. when samples, labels and or test orders have discrepant information. They contact the provider; resolve the issue in the systems; and document their correspondences. If required coordinates recollection with patients.
- VI. Reference Lab: coordinates test orders that are sent to external reference labs following each reference laboratory's protocol for specimen requirements and sets up courier services as required. Also handles billing from external labs.
- VII. Microbiology Specimen Receiving: accessioning and order entry of samples for bacterial, viral, fungal, parasite, mycobacterial and all other microbiology cultures and tests. Also handles serology samples. In addition, loads bacterial blood cultures onto the system.

CLIENT SERVICES-CSV

- I. Addons: receives orders electronically, on paper, or verbally for test orders that are added to samples that have already been sent to the lab. Investigates whether or not the appropriate collection tubes of blood and if so, that they still meet the collection criteria (age of specimen is appropriate for testing) are on hand for the addon test order that is requested. If appropriate,

the client service representative adds the requested test to the Lab Information System and notifies the specimen management team that the tubes need to be pulled and sent to the correct lab for testing. On the other hand if the blood on hand does not meet the collection criteria for the requested test, this representative notifies the ordering physician verbally and/or electronically that new specimens must be collected.

- II. Call/Fax: Provides final test results to ordering providers based on their specific notification guidelines. They may be called and submitted verbally or faxed.

- III. Answer Phones: These customer service representatives receive/answer phone calls from providers, patients, phlebotomists and all other laboratory personnel. These callers are usually requesting test results, clarification of test results, clarification of proper collection criteria, PSC hours, complaints, etc.