



Send-Outs Done Right

Referral laboratory specimens — packaging, dispatch, and result release (LAB-QM-PRE-002 Figure 1).

INFOGRAPHIC IG-24
Source: LAB-QM-PRE-002
Version V0 — DRAFT

1 · PREPARE & DISPATCH

- Label container and requisition with **two identifiers** and the **collection date/time**.
- **Visually verify** the send-out test on the invoice against the send-out log before dispatch.
- Record the specimen in the **send-out log** of the Referral Laboratory Register.
- Pack per LAB-QM-PRE-003 **triple packaging** (primary / secondary / outer) with **cold chain**.
- Transport the specimen to the referral laboratory; **track the expected return date** and follow up if overdue.

2 · RESULTS RETURN

- The referral laboratory returns results **on its own report**.
- Release the results to the requesting unit **on the referral laboratory's own report**.
- Record the **result-return date** in the send-out log and file a copy.

NOT TRANSCRIBED: results are **NOT TRANSCRIBED ONTO A TCH FORM**. The report identifies the referral laboratory as the examining laboratory.

3 · CRITICAL VALUE FROM REFERRAL?

- Communicate critical values to the **ordering physician immediately**.
- The physician **reads back**; the MT **confirms accuracy**.

Label: 2 identifiers



Verify vs send-out log



Triple-pack + cold chain



Track return date



Release on referral lab's report