



LABS LABS LABS

Clinical Supervisors

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How Do I Know Who Needs labs?

- The CC (Care Coordinator) will let you know if/when the patient needs labs and what is needed.
- The CC will place the orders and lab requisition in your FILES.
- ** If the patient tells you they need labs, we MUST have a pharmacy approved lab order on file to draw the labs. **
- No verbal orders or handwritten orders can be taken in the field or home.
- Let patients know that we can only draw labs that are ordered by the MD that has ordered their therapy.

Lab Orders

- Lab orders come in different shapes and sizes!
- Always check your patient orders CAREFULLY for lab orders (scroll down if more than one page).
- Remember YOU are ultimately responsible for checking the orders and ensuring whether there are labs or not.
- Lab team will let RN know which tube colors are needed.
 - It is the RN's responsibility to ensure the labs are obtained, labeled and dropped off correctly.

Primary: UNRECORDED HEALTHCARE 1010102 1044032 2151200

Order Date: Jun 27, 2023

CBC with Differential (Order ID: 477031340)
Diagnosis: Acute on chronic systolic heart failure (CMS/HCC) (I50.23)
Priority: Routine Expected Date: Expiration Date: 6/27/2024 Interval: Count:
On Date [!]
Release to patient: Immediate

Every 12 weeks draw CMP, CRP, ESR
CBC w/ diff
Emergency Orders per unit protocol
I certify that all tests ordered are medically necessary.

Allergies: No Known Drug Allergy

VORB Harleen Singh, PA given to Mark Hutchinson, PharmD on 7/28/23

1. Home Health RN: Please draw labs to include CBC, CMP, Mg, Phos on 7/31 or 8/01/23.

Help! I need a Lab Requisition Form

Lab requisition forms are completed by the Helms Home Care Lab Staff and sent to you prior to your visit.

Lab requisition forms are found under your patient files in Teams

- Go to your Patient Care and Scheduling Channel
 - Choose FILES
 - Choose the desired patient folder "MICKEY MOUSE"
 - Choose the PDF - Lab requisition PRINT
 - Print out your lab requisition

If this is a **last-minute lab draw or you don't have a printer** - we can fax the requisition to the lab.

****Please give the Care Coordination team at much notice as possible.****

Tag [@teamhelp-Carecoordination](#) and tell them where to send labs.
 "Please fax the lab req for Mickey Mouse to Atrium Main in Charlotte NC, I plan to be there 08/25/2023 around noon. Thanks"

**** the lab team tag is for internal office use****

Dropping off Labs

- When dropping off labs, be sure to sign in the labs.
- Have the lab tech check each sample for patient name, spelling, DOB and correct tests.
- Correct any spelling errors/ DOB errors etc.
- If you are told there are missing tubes or tests, let the Care Coordination team know right away via Teams.
- Do NOT just leave labs without verifying the lab has received the samples.



Where do I find info about drawing labs?

- [Lab Draw Link](#)
- The HHC resources page has information about lab draws.



Lab Supplies

LAB SUPPLIES (syringes, tubes, alcohol swabs, blunt tip needles, etc.) are provided in your car kit.

- Please keep an eye on your car kit supplies and submit a supply request 5 business days prior to need.
- [Supply Request \(RN Car Kit\)](https://helmshomecare.com)
helmshomecare.com
- Do not accept a Lab patient if you do NOT have all the necessary supplies!
- Check your car kit frequently!
- ALWAYS check the expiration date on your lab tubes.





Location and Date

- The Care Coordination Team will ask "Where will you be taking labs?"
- It is very important that Helms has the correct location.
- If you change locations for any reason, please let the CCs know asap.
- If the date that you are scheduled to see a patient for labs changes, you **MUST** notify the care coordination team asap.
- Use the Tag @TeamHelp-CareCoordination

Lab Map

[Lab Map Link](#) can be found on our resources page.

- Open lab Map link
- Enter PATIENT'S address
- After entering the address click the search glass.
- Lab locations will populate nearest first with hours of operation and phone numbers.

Category : All

LabCorp

16525 Holly Crest Ln 250 Huntersville NC 28078

[\(704\) 655-2592](#)

M-F 7:30a-5p, Sat/Sun - Closed

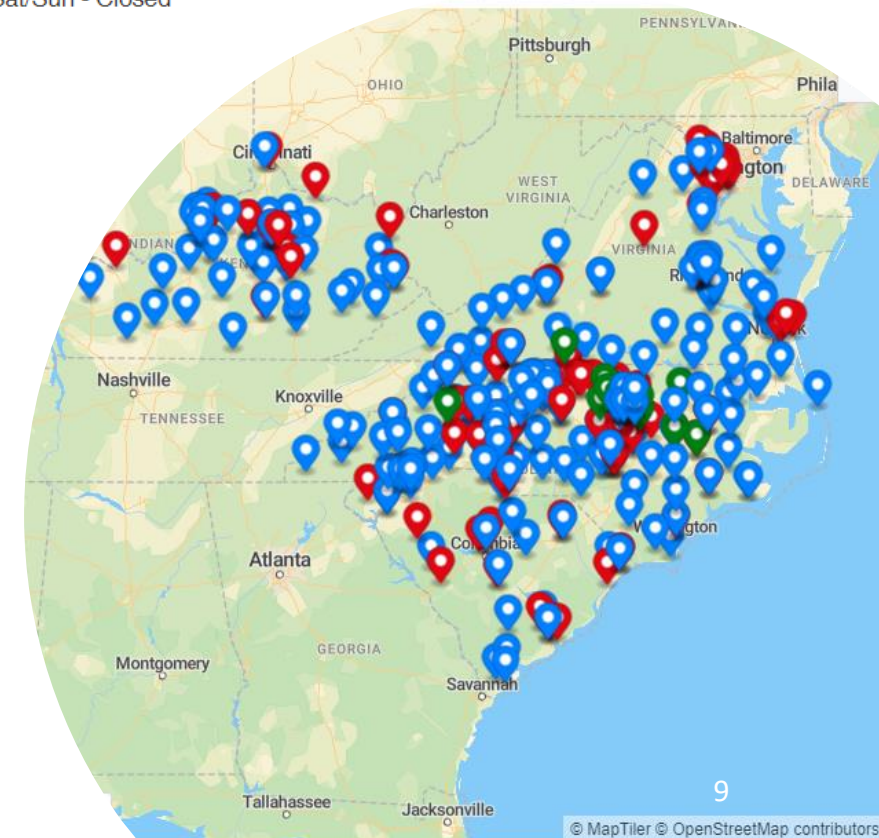
7 mi

Novant Huntersville

10030 Gilead Rd Huntersville NC 28078

[\(704\) 875-9130](#)

M-F 8a-5p, Sat/Sun - Closed



Behind the Scenes from the Lab Team

- Care coordinators schedule what date and which lab to contact for lab results based on the information given by nurses.
- The day following the scheduled lab draw the team contacts the facility the samples were turned in to and requests a copy of results.
- Once the results are received into the fax folder, we review them to ensure all test results needed are included.
- If the Labs are complete and verified, they are then moved to a folder to be sent out.
- The lab results are faxed to all numbers listed on the patient's orders that requested a fax.



When changes are made without notification

- Complications arise for the lab department when a visit is changed, and Helms is not informed. The lab team calls the lab and then are informed no results exist. They then need to reach out on Teams to the nurse to determine if a lab draw occurred.
- Also, a change in the drop off facility without informing Helms causes a delay. The lab team calls the original lab facility and are informed no results exist. The lab team member then needs to reach out to the nurse to determine if labs were drawn and if so where they were dropped off. Then the lab team member must call the new facility for the results.





Drop Off Time

- Labs need to be dropped off as soon as possible after patient visit.
 - DO NOT hold on to labs until the next day
 - STAT labs need to be dropped off within 30 min – 1 hour or ASAP
- Time Sensitive (TS) labs need to be dropped off within 30 min – 1 hour or ASAP



Lab Draws





Prior to Lab Draw

- Wash your hands and don clean gloves prior to lab draws
- Check patient ID and verify patient information.
- Review order and verify/gather necessary supplies.
- Explain procedure to patient and family.
- OBTAIN LABS

After Lab Draw

- If using syringes use blunt needle(s) and fill your tubes – do not overfill
- Gently invert tubes containing an additive 5 - 8 times.
- Label tubes in front of patient with their name, DOB, date, time and your initials
- Place tubes in specimen bag
- Dispose of the syringe and needle as a unit into an appropriate sharps container.



<p>Gold Tiger</p> 	<p><u>Serum Separator Tube (Gel/SST)</u> Gold/Yellow, Tiger Top (or Green) <i>Select labs will use a green PST (plasma separator tube) instead</i></p> <p>Common Tests: BMP, CMP, Lipid Panel, Hepatic Panel, Albumin, ALT, AST, Phos, Bilirubin, BUN, Calcium, CRP, CEA, Cholesterol, Ferritin, GGT, Hep A B & C, LDH, Magnesium, Phosphorus, and many more.</p> <p><i>These tubes always have a gel-like substance in the bottom. A lab requisition will often note "GEL" or "SST" next to the test.</i></p>
	<p><u>EDTA (Hematology Tube)</u> Purple, Lavender</p> <p>Common Tests: CBC, CBC w/Diff/Plat, Hemoglobin, Platelet Count, RBC Count, WBC Count, ABO and Rh, Hemoglobin A1c, ESR (Sed Rate), Retic Count, Sickle Cell</p> <p><i>Barely noticeable liquid inside the tube is an anti-coagulant. A lab requisition will often note "LAV" next to the test.</i></p>
	<p><u>Whole Blood Tube</u> Red, Burgundy, Burnt Orange</p> <p>Common Tests: Levels for: Vancomycin, Tobramycin, Gentamycin, Amikacin</p> <p>Trough: Drawn 30-60 minutes <i>prior</i> to next dose (most common) Peak: Drawn 30-60 minutes <i>after</i> dose Random: Drawn anytime within the 4 <i>middle hours</i> between doses</p> <p><i>These tubes have no additive and should be clear/empty</i></p>
	<p><u>Sodium Citrate Tube</u> Light Blue</p> <p>Common Tests: PT/INR, PTT, Factor Assays, DNA screening</p> <p><i>Barely noticeable liquid inside the tube is an anti-coagulant. These tubes must be filled completely!</i></p> <p>RN Education - August 2023</p>

BLOOD CULTURES



- You need to pick up blood culture bottles from a local hospital or Lab Corp before arriving at patient's house
- Always draw two sets if a patient has a central line – one set from the central line and one set peripherally
- Follow the hospital's guidelines for how to draw a blood culture
- Make sure each set is clearly labeled as to where the blood was drawn from





EDTA/NON EDTA Navy Tubes
Navy with **Purple** Stripe contains EDTA
Navy with **Red** stripe contains NO EDTA

Common Tests: Copper, Selenium, Chromium,
Manganese, Zinc

UNC FACILITIES USE THE NAVY WITH RED STRIPE FOR METALS



K2EDTA Tube
Pearl (Must be picked up at Atrium Only)

*This tube is used at Atrium facilities for their
BNP (B-Type Natriuretic Peptide) & They
also use lavender top tubes for BNP on **ice***



Blood Culture Kits
(Varies by facility)

*Please be sure to pick up the kit from the facility you will
be dropping the labs off at as each hospital/LabCorp has
different requirements. If you have any questions, please
reach out to the lab team.*

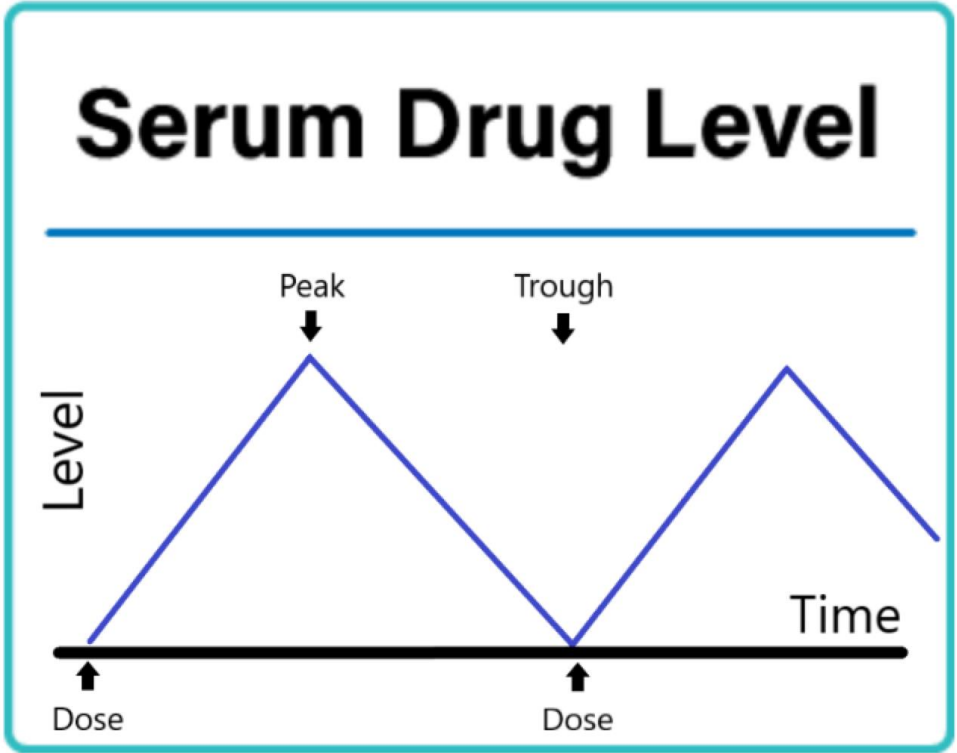
Green Tube with Yellow Center is the same as the light green tube.





Gold Tube, SST and Red tube with yellow centers are interchangeable





If labs are ordered for an IVIG patient, the labs need to be drawn PRIOR to infusing, unless orders specify differently.

Time Sensitive (TS) Labs

PEAK – Generally drawn 1 hour post infusion, but pharmacy will specify	TROUGH – to be drawn within 1 hour prior to infusion
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If patient asks you for lab results let them know that we cannot give them out. They can call the MD or log into an account (Lab Corp or hospital) to find out their results.

Visit Change

Please notify Helms ASAP if for ANY reason a visit date is changed.

If the patient changed the visit due to MD appt, ER visit, family reasons, etc. you need to inform Helms.

If the visit was changed by you, let Helms know that.

It is important that when visits are changed, Helms inform the pharmacy as soon as possible.

When labs are involved, and the visit is delayed the pharmacy and provider get upset if Helms does not inform them. They are expecting the lab results according to the date, Helms gave them for the lab draw.

Reaching out for Clinical Help

Clinical Supervisor is NOT in the office after 4pm M – F or on weekends or holidays.

Submit a ticket for help

[HHC After-Hours Ticket/Request \(monday.com\)](https://monday.com)

DO NOT USE Team-HelpClinical after 4pm during normal business hours!!

HHC policy is to reach out **IMMEDIATELY** with any issues with patient IV access.

If you are unsuccessful with access after 2 attempts **STOP** and reach out for clinical assistance



Videos and Links

[PICC Line Blood Draw Video](#)

[Peripheral Lab Draw with Butterfly Video](#)

[Venipuncture & Order of the Draw](#)

[IV Access Tips and Tricks Video](#)

Thank You!

- Martha Easter
 - Beverly Lucia
 - Donna Potter
 - Angelia Ross
 - Rebecca Kraning
 - Jessica Knox
 - Saidah Jeter
 - Crystal Wilborn
-
- The Care Coordinators have been talking-
Your patients have been calling in with rave reviews about your care!
 - Thank you all for being through and always communicating your next visits.

