

Sufficient accurate patient information must be provided on request forms and samples to eliminate uncertainty as to the patients identity. If some erroneous data is provided, this will call into question the accuracy of other information and may mean a request cannot be processed.

### **Request Form**

Incomplete details on request forms result in delay in processing and reporting requests. It also increases the chances of specimen mix up and poor quality reports. The request form **must** have the following details **clearly written**, otherwise the specimen may be rejected:

#### **For Hospital / Outpatients;**

- Surname
- First Name
- Date of Birth

Plus one of the following:

- Hospital Number
- NHS number
- A&E number

#### **For GP Surgeries;**

- Surname
- First Name
- Date of Birth
- NHS number

**N.B.** To allow us to provide you with the results that you requested please state legibly:

- Requesting Clinician / GP
- Ward/Clinic/GP Surgery

**Whenever possible the following details must be filled in to allow us to process the specimen accurately. This allows us to carry out any additional tests which may be necessary. Failure to do so can result in limited results:**

- Clinical details
- Antibiotic therapy
- Site of specimen

## Sample labelling

### For Hospital/ Outpatients

- Surname
- First name
- Date of Birth

Plus one of the following:

- NHS number
- Hospital number
- A&E number

### GP patients

- Surname
- First Name
- Date of Birth
- NHS number

Allowance is made for unrepeatable or difficult to obtain samples; in the case of these or minor demographics errors, requests may be accepted and a comment added to the report to record details of the error.

**Both request form and sample must match with all acceptable identifiers, any discrepancies between the two will prevent sample from being processed.**

## Rejected samples

Samples may be rejected on the basis that they fail to meet the necessary criteria. This may include:

- Unlabelled samples and/or request form
- Mismatch of samples and request form
- Inappropriate sample, container, transport media. Please see test directory for further information
- Contaminated/ leaky sample
- Insufficient information to determine investigation required
- Investigation required is not performed by laboratory
- Insufficient sample received, to enable test to be performed
- Samples stored inappropriately prior to transport to Laboratory
- Sample too old to process, as this may lead to inaccurate results

**Reasons for rejection of blood samples are more complex and are dependent on the specific test being requested. Please look up the individual test located in the test directory for specific details.**