

Standard Operating Procedure

ICE Mail – Requesting Additional Tests On Blood Samples (Add-Ons)

Workflow Reference	N/A
Dashboard reference	N/A
Version	9

Purpose – A document to describe the process and business rules for users wishing to use ICE MAIL to request additional blood tests to be carried out on the original blood samples taken from a patient and received in Blood Sciences (Add-Ons).

You may also need to refer to the following policies and guidance –

Operational areas included
N/A

Operational areas excluded
N/A

Q-Pulse reference BS/CB/AUTO/21

Roles responsible for carrying out this procedure

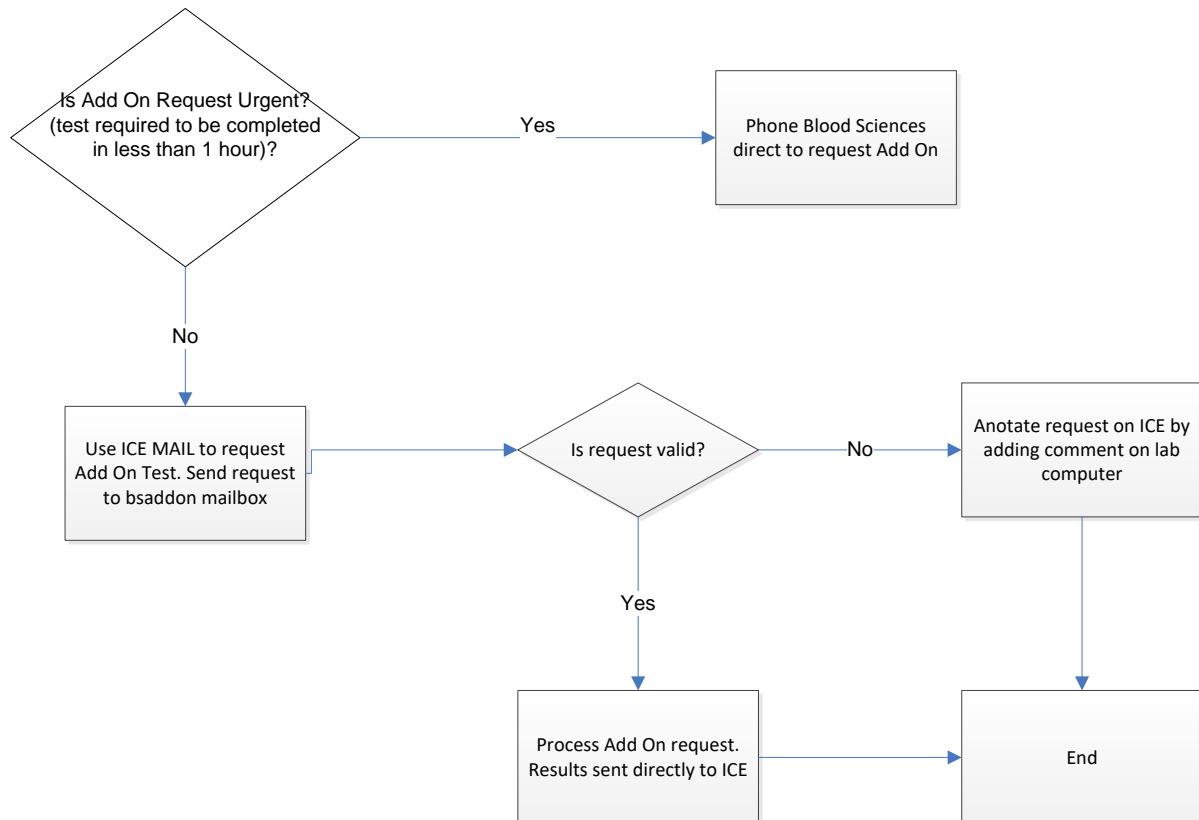
Core accountabilities

Policy author	Mark Tovey
Executive sponsor	Adrian Oates
Approving Committee	Julie Cumming Geoffrey Curran Adrian Oates

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Process Flow



Description

Description

After initial blood samples have been taken from a patient and tests carried out, it's possible that further tests may be required to be carried out on the same, original sample – these are additional requests and are often referred to as Add-Ons.

For requests that are **not urgent**, users may send the request to Blood Sciences via the email facility in ICE – Order Comms. These requests should be sent to the Blood Science mailbox.

ICEMAIL add-on requests will only be processed where it is linked to a request number.

In an urgent situation (i.e. a request is required to be actioned within 1 hour) end users should contact Blood Sciences via telephone.

Weekdays 08:00 – 21:30, weekends and Bank holidays 08:00 – 21:30

External call 0117 4148383	Select option 2
Internal call extension 48383	Select option 2

All days 21:30 – 08:00, weekends and Bank Holidays 21:30 – 08:00

- External call to Switchboard 0117 9505050
- Internal call to Switchboard 100
- Bleep the relevant department, Biochemistry (nos. 9436 or 9437) or Haematology (no. 9433).

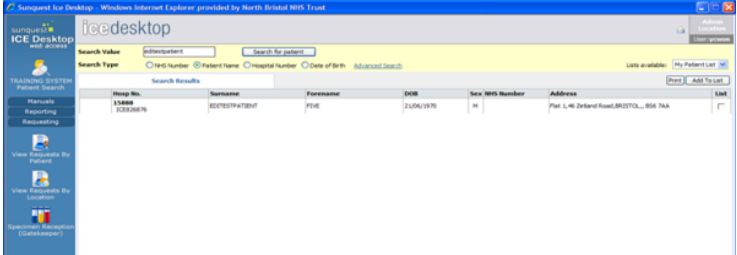
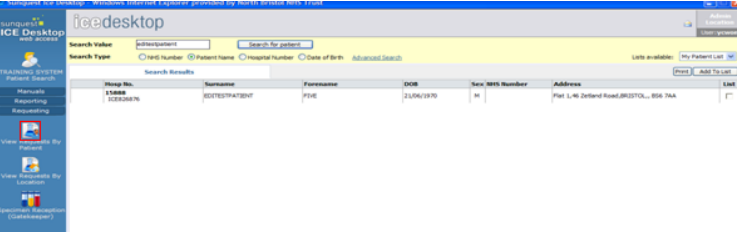
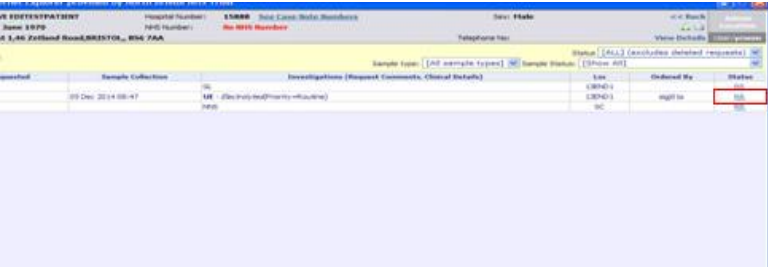
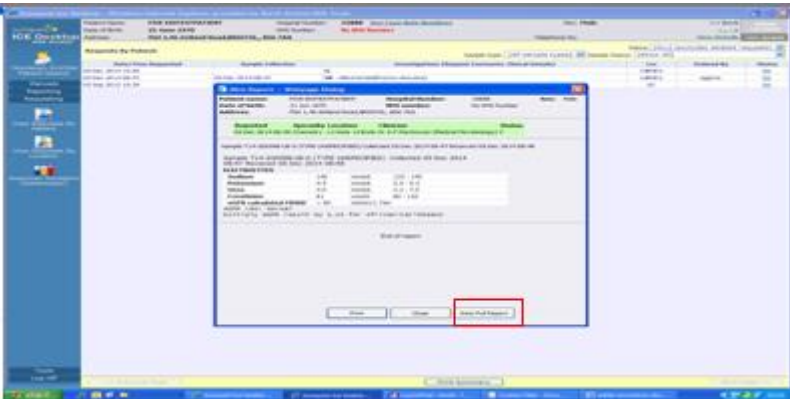
Any urgent Immunology add-ons (e.g. those required within next 24 hours) need to be phoned to Immunology laboratory during working hours (08:00-16:00) to discuss with the team.

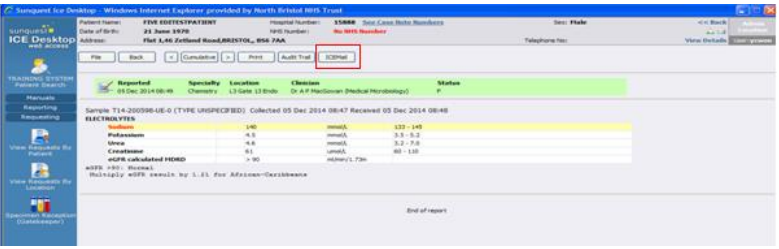
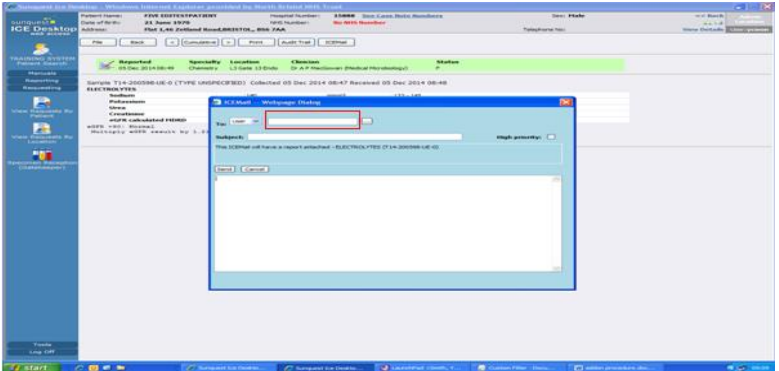
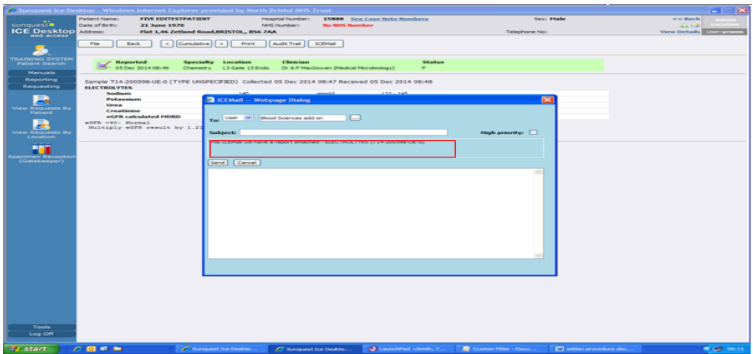
External call 0117 4148378
Internal call extension 48378

Differentiating between urgent and non-urgent requests allows the Blood Science Team to prioritise workload and deal with urgent requests immediately.

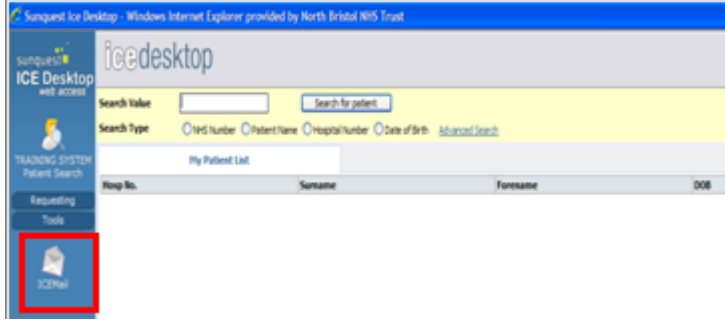
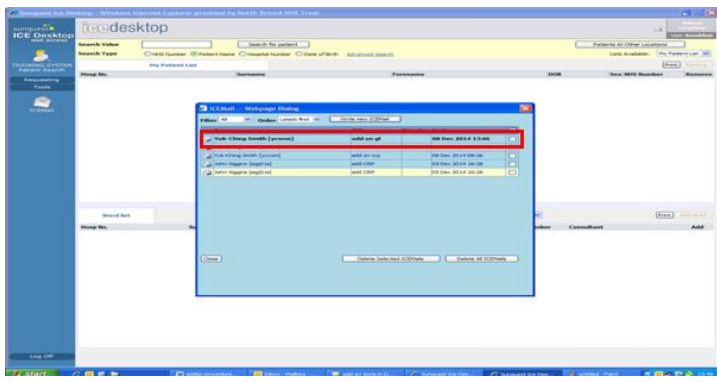
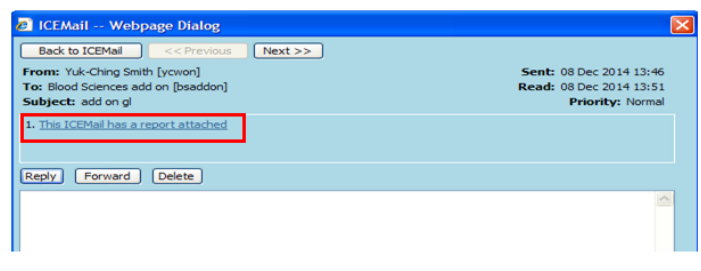
ICE Mail – Requesting Additional Tests On Blood Samples (Add-Ons)

Procedure For Users To Add On Tests

	Activity	Additional Guidance
1.	Log onto ICE & find the request for the patient you wish to add the test(s) on.	
2.	Click on View Request by patient	
3.	Double Click on the Status of the request you wish to add the test(s) on.	
4.	Click on Goto Full Report .	

	Activity	Additional Guidance
5.	Click on ICEMail .	 <p>The screenshot shows the ICE Mail interface. At the top, there is a patient information section with fields for Patient Name, Date of Birth, Address, Hospital Number, and NHS Number. Below this is a table with columns: Reported, Specimen, Location, Chemist, and Status. The 'Send' button is highlighted with a red box.</p>
6.	Type in blo (this will expand to Blood Sciences add on).	 <p>The screenshot shows the ICE Mail interface with a pop-up window titled 'Workstation Dialog'. The 'Add' button is highlighted with a red box. The pop-up window contains a text input field and a 'High priority' checkbox.</p>
7.	Type in add-on, Name, DOB, MRN/NHS then the tests you want to add on. Click Send	 <p>The screenshot shows the ICE Mail interface with a pop-up window titled 'Workstation Dialog'. The 'Add' button is highlighted with a red box. The pop-up window contains a text input field and a 'High priority' checkbox.</p>

Procedure For The Laboratory To Deal With Additional (Add-Ons)

	Activity	Additional Guidance
1.	<p>Log on: bsaddon, Password: xxxxxx.</p> <p>(This is a generic username. The password will be available via the internal Blood Sciences SOP).</p> <p>Click on the envelope icon.</p>	
2.	<p>The text in bold are new emails</p> <p>Double click to open up the email.</p>	
3.	<p>Double click to open up the report to get the request number.</p>	
4.	<p>Then follow the current practice of adding test(s) on the laboratory information management system (LIMS) (BS/SR/23 – Blood science Additional Request Procedure).</p>	
	<p>Note: Any mail opened must not be deleted for a 2 week period. This provides information, if you need to check on an additional request.</p> <p>All ICE-Mail's received, once actioned and tasked should be marked as read.</p>	

Appendices

Appendix 1 - Guidelines for accepting additional requests

See Appendices 2 and 3 for guidance on specific tests.
Any tests that do not appear in the list should be forwarded to relevant sections.

Biochemistry:

If there is an urgent clinical need and a sample may still be available outside 3 days, refer the call to the DCB.

For the following tests, if the original sample was received within the specified time limit, it is possible to process the add-on request:

- Serum Glucose – received in the laboratory within 4 hours of collection
- Serum Ethanol - received in the laboratory within 4 hours of collection
- Serum Potassium - received in the laboratory on the day of collection

See Appendix 2 for tests which are NOT appropriate to add on additional tests due to the need for special handling.

Haematology:

Add ons for Haematology tests – refer to Appendix 2. Please ensure that any requests for add-on Malaria tests should include travel details where given. Please note on add-on record form.

For blood transfusion, please contact the Transfusion Laboratory on (41) 48350.

Immunology:

Mon-Fri 4pm: Requests for Immunology add-ons are added-on and sample storage position from CITM noted on the add-on sheet. Sheet then placed in Immunology section box.

After Fri 4pm and over weekend: Pass addon requests to Clinical Biochemistry so that aliquots can be made from primary samples.

Rejecting requests that cannot be processed

ICEmail must not be used to reply to/reject a sample which cannot be added on. This information is not a permanent record of a sample rejection, will not appear on the patient's record and will not be recorded in sample rejection data.

In order to ensure that the requestor knows their add on request will not be processed (and the reason), it is important to use an appropriate DUF code in Winpath on the correct request. The reason for the rejection will then be recorded and reported back into ICE.

APPENDIX 2 : Guidelines for Additional Requests

The table below is available from the Severn-Pathology website:

<https://www.nbt.nhs.uk/severn-pathology/requesting/add-tests> .

Unstable! DO NOT ADD	Within 24 hours of venepuncture	Within 48 hours of venepuncture	Up to 72 hours/ 3 days after venepuncture	After 3 days
Ammonia	Coagulation (DIM, INR, CSC)	Haematology tests – FBC, RET, PV and GF.	U&E LFTs	Sample likely to have been discarded. Please contact the laboratory on Tel: (41) 48383 Option 2
Bicarbonate	CSF Lactate	Vitamin B12	Bone, Mg	
Lactate (unless fluoride tube)	Troponin T	Folate	TFTs	
AMH	Malaria Parasites (include travel details)	Digoxin	BNP	
Mesothelin	Requests for Film Reviews (FR), IFAB and EPO are not to be requested on Winpath but should be noted on separate add-on sheet and passed to Haem who will process/DUF as appropriate. Phone callers to be informed of this.	PTH	Cortisol hCG LDH Lipids Oestradiol Paracetamol Phenytoin SHBG	
CH50 / AP50	Conjugated/Direct Bilirubin			
C1 Esterase Inhibitor				
Any Chemistry test that needs to be referred frozen				

APPENDIX 3

The following list of Clinical Biochemistry tests may be added on between 3-7 days after venepuncture.

AFP	Lithium
Albumin	Osmolality
Alkaline Phosphatase (ALP)	Phenobarbitone
Alanine Transaminase (ALT)	Potassium – only if separated promptly
Amylase	Progesterone
Aspartate Transaminase (AST)	Prolactin
Bilirubin (total)	Protein (total)
Bilirubin (direct)	PSA (serum tubes only - not acceptable for Li-Hep or EDTA samples)
Ca15-3	Salicylate
Ca12-5	Sodium
Ca19-9	Sirolimus (WB)
Calcium	Tacrolimus (WB)
Carbamazepine	Testosterone
CEA	Theophylline
Chloride	Urate
Copper	Vitamin D
Creatine Kinase (CK)	Zinc
Creatinine	
CRP	
Ethanol (FO plasma, full to top)	
Ferritin	
Free T3 (FT3)	
Free T4 (FT4)	
FSH	
Gamma GT	
Glucose (Serum) – only if separated promptly	
HbA1C (WB)	
Iron	
LH	

FO = fluoride oxalate

WB = whole blood

Document control

Version number	Date	Document status	Author/ modifier/ reviewer	Details	Approved signatory
0.1	13/03/2015	Draft	Mark Tovey / Adrian Oates	Initial Draft	
0.2	13/03/2015	Draft	Mark Tovey / Adrian Oates	Initial Draft	
0.3	10/04/2015	Draft	Mark Tovey / Adrian Oates	Amendment to process map ; screen shot page 7; change in Appendix 2	
0.4	23/04/2015	Draft	Mark Tovey / Adrian Oates	Amendment to Procedure For The Laboratory To Deal With Additional (Add On's), Acitivity 1	
0.5	20/01/2016	Draft	Mark Tovey	Additional Note added – Ensure ICEMails are marked as read.	
2	01/03/2016	Active	Adrian Oates	Amend time period for contacting lab when helpdesk closed	
3	11/08/2016	Draft	Adrian Oates	Update phone numbers +add Microbiology comment	
6	28/12/2016	Draft	Adrian Oates	Update LIMS references and amend Helpdesk closing time to 21:30	
7	08/01/2020	Draft	Lesley Morgan/Adrian Oates	Update guidelines for accepting additional requests and the tables showing which tests can be added on.	
8	08/01/2020	Active	Lesley Morgan/Adrian Oates	Immunology addon information was not correct for Fri 4pm and over the weekend.	