



West Coast District Health Board

Te Poari Hauora a Rohe o Tai Poutini

Corporate Office
High Street, Greymouth 7840

Telephone 03 769-7400
Fax 03 769-7791

24 September 2019

9(2)(a)

RE Official Information Act request WCDHB 9344

I refer to your email dated 4 September 2019 requesting the following information under the Official Information Act from West Coast DHB. I note you clarified your request on 5 September 2019 that the information you are seeking is for the past 12 months to date.

- **How many samples processed in the Greymouth laboratory end up 'lost' each year?**

There are no record of a sample, once received by West Coast DHB labs, being lost in the past 12 months.

- **How many are mislabelled?**

79180 samples registrations have been processed for the period Sept 2018 – Aug 2019.

The West Coast DHB Safety 1st incident log (Safety1st) has 68 instances of incorrect or inadequate pre-analytical labelling recorded in it. In these instances the samples were rejected.

- **What safeguards are there?**

Labs have processes in place to check each sample individually throughout the testing process. Upon receipt of a sample staff check the request form and sample label against our minimum labelling standards (see attached as **Appendix 1**) then the samples are given a unique laboratory number.

As a final check, Samples are again checked prior to testing. Mislabelled and unlabelled samples are reported back to the requestor.

- **Have there been any problems of late?**

There have been three instances of incorrect labelling recorded in Safety1st in the last four weeks, each was reported to the requestor.

The last sample rejection occurred on 5 September 2019.

I trust that this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the West Coast DHB website after your receipt of this response.

Yours sincerely

Carolyn Gullery
Executive Director
Planning, Funding & Decision Support



Sample Labelling - Minimum Requirements

Accept/Reject criteria

Reference

CSCL/CHL/WCDHB Joint Minimum Labelling Requirements Policy *issued Jan 2016*

Minimum Labelling Requirements

This policy does not apply to Blood Bank specimens processed by New Zealand Blood Service (NZBS). Please refer to the Blood Bank policy.

At least two unique identifiers must be present on the specimen:

- Surname and given name (mandatory), and one of the following
- Date of Birth *and/or*
- NHI number
- Referral laboratory number- **applies only to aliquots**

Approved locations only: Unique patient identifier code and DOB or NHI number

The following unique identifiers must be present on the request form:

- Family name and given name, plus NHI or DOB **OR** a unique code used by approved locations (e.g. STD clinic samples, donor number, etc.), and DOB;
- name or unique identifier of physician or person legally authorised to request examinations or use medical information;
- location for the report;
- tests required;

Desired

- signature of the approved requestor;
- where relevant the full address and name of the health care provider to whom a copy of the report is to be sent. A comment in this regard will be registered and reported to requestor if this information is not provided;
- beep or contact number of requestor;

Note: Samples will not be returned to the referrer for relabelling. These requirements apply to all samples, including Emergency/Urgent situations.

Labelling errors

Specimens that are **unlabelled** or **mislabelled** will be **rejected** prior to any testing unless those specimens meet the exceptions criteria

Minor mislabelled samples will be processed and reported with a disclaimer

Labelling error definitions

Unlabelled: Specimen received with no identifiers or the minimum requirements have not been met - will not be processed

Mislabelled: Specimens received where identifiers do not match the accompanying request form - will not be processed



Sample Labelling - Minimum Requirements Accept/Reject criteria

Minor mislabeled: Identifiers do not match the request form, but the error is minor and there is only one minor error - will be processed but the clinical referrer will need to take responsibility for the results. The only acceptable minor errors are indicated below:

- Short form of given name i.e. Beth/Liz/Elizabeth
- Current year as year of birth
- Transcription error of digit/letter
- Common alias, e.g. Richard/Dick
- Surname and initial only if DoB and NHI are correct

Exceptions

Specimens that meet the exceptions criteria as listed below will be processed only with completion of a Laboratory Specimen Labelling Error Correction and Patient Discussion Declaration. Samples will not be tested until declaration form is fully complete.

Exceptions List:

Amniotic Fluid
Aspirated body fluids
Biopsies
Bone marrow/bone marrow donor specimens
Bronchial wash
Chorionic villi
Corneal scrape
CSF
Foetal bloods/fibronectin/tissue
Fluids (ascetic, CAPD, cyst, ocular, pleural)
Harvest specimens
Miscarriage products
Stones
Tissues
Vitreous humour

Note: Paediatric samples and clinical trial specimens will be determined on a case by case basis, and will need to be signed off by the testing laboratories Medical Director or delegate.



Sample Labelling - Minimum Requirements Accept/Reject criteria

RELEASED UNDER THE OFFICIAL INFORMATION ACT.

RELEASED UNDER THE OFFICIAL INFORMATION ACT.