Procedure · SPC-SOP-003 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 19.7

At a glance

- Check the tracking register each working day for any specimen with no arrival or no result.
- Follow up each missing result with the laboratory the same day.
- Tell the requester if the result is delayed.
- Record each follow-up and its outcome on SPC-REG-003.
- Stop and get help straight away if: a patient never receives a result for a specimen sent a week earlier.

1. Purpose

To make sure every specimen reaches the laboratory and its result reaches the requester (19.7).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

A specimen that reaches the lab but is never linked to a result leaves the patient waiting, and no one notices. Confirming arrival and returning results is what closes the loop.

5. Responsibilities

Role	Responsibility	Competence
Collection point lead	Owns the tracking and follow-up	Clinician or manager

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Check daily.

- Check SPC-REG-003 each working day for missing arrivals and results.

Key point: Checked.

Step 2. Follow up.

- Contact the laboratory the same day for each missing result.

Key point: Followed up.

Step 3. Tell and record.

- Tell the requester of any delay and record the outcome.

Key point: Recorded.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Specimens with result returned to the requester	98%	Monthly	Collection point lead	Escalate to medical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
SPC-REG-003	Specimen tracking register	Register

17. Evidence

Reference	Note
E-009	
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- Pre-examination — patient preparation, collection, identification, transport, reception (L-04)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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