Eastern Health
Laboratory Medicine

External Collector Communication Lines

Routine Communication ehlabcollections@easternhlealth.ca

Email sent by external collector

External collector sends email and receives automated reply to verify email delivered.

Never include patient private information such as name, health care number, birthdate, or any other unique identifier that may constitute a ***privacy breach.***

Email monitored by HSC lab sorting staff.

Do not send or respond to email with patient private information such as name, health care number, birthdate, or any other unique identifier that may constitute a ***privacy breach.***

For another collection site or requires manager involvement?

YES

NO

Provide site sorting phone number or forward to appropriate manager.

Staff responds to queries and provides information required.

Save into incoming email folder

Request for test to be added to menu?

YES

NO

Incoming communication complete

Outgoing communication to external collector(s)

Lead Staff develops email and attachments as needed.

Upload policy, procedure, or information updates to website lab.easternhelath.ca

Message to external collectors complete

- Policy, procedure, or information updates
- Notification of changes to collection/specimen drop-off hours, holidays, closures.
- Responses to external collector queries

Laboratory Management

Manager acts accordingly

Appropriate Manager obtains approval from appropriate Division Chief

Approved?

NO

Respond to email “This request has been denied by the Laboratory Division Head due to specimen requirements”

YES

Notify Document Owner to add to Test Menu

Respond to email this request has been approved and will be added to the test menu

Urgent Matter (patient safety concern)

External collector with urgent matter to be communicated to lab

External collector calls the phone number assigned for site.

Phone Numbers for Urgent Issues:

Health Sciences: 777-6001

St. Clare’s: 777-5415

Carbonear Sorting: 945-5041

Public Health/Microbiology: 777-7237

Other sites call the local laboratory number.

Sorting staff and lead hand address concern and take action as needed.

Request to collect off-menu specimen?

YES

Obtain approval to collect off-menu specimen from Division Chief or other appropriate Medical Scientific Lead in the absence of Division Chief

Provide name of approver and instruct collector to attach a note to the requisition and specimen tracking log with name of the approver

NO

High risk patent safety issue & requires manager involvement?

YES

NO

Urgent communication complete