



LifeLabs®
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DECEMBER 2022

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Closed for Christmas

Please note that we will be **CLOSED** on:
December 25, 26, 27 2022 and January 1 and 2, 2023

Impact of Holiday Closure on Turnaround Times for Panorama™ NIPT:

There will be **no** Panorama™ Non-Invasive Prenatal Test (NIPT) **collections** on **December 26, 27, and January 2**. For samples collected during the holiday period (Dec. 20 - Jan. 1) the reporting time may be slightly delayed, requiring up to **13 calendar days** from the time the sample reaches the lab. If you have any questions, please contact Ask.Genetics@LifeLabs.com or 1-844-363-4357.



Let's Work Together to Eliminate Pre-Analytical Errors: New Client Information Packages Coming in 2023

Published data suggests that pre-analytical errors contribute the greatest proportion of errors in the clinical laboratory.

These include errors made prior to the actual laboratory testing being performed, such as ordering of tests, sample collection, sample labeling/patient identification, sample transport, sample accession/handling processing, and sample quality. The pre-analytical errors have the potential to result in adverse patient outcomes, and eliminating such errors is a priority for the LifeLabs' Quality Management Program.

Therefore, we are pleased to inform you that LifeLabs will be updating their Client Information Packages in early 2023. The new package has information that we are hoping will assist in preventing pre-analytical errors. It will include new specimen requirement charts which have been updated to reflect changes in our chemistry testing, and important information regarding completing the requisition and labelling the specimen. Once available, the packages will be posted on our website under the Specimen Collection & Handling section:

www.lifelabs.com/healthcare-providers/requisitions/

Below, we have highlighted the most common types of pre-analytical errors and relevant guidelines:

HOW TO PREVENT PRE-ANALYTICAL ERRORS

- **Improper patient identification.** Verbally verify EVERY patient's identity by asking them to provide the name listed on their health card and their date of birth. Take no shortcuts and make no exceptions or assumptions.
- **Incorrect Patient Labels.** Ensure samples are labelled with the correct patient identifiers AFTER obtaining the blood sample in front of the patient. If you didn't draw it, don't label it.
- **Time-of-Collection Errors.** Failure to draw samples according to a time-sensitive request can lead to medication errors and mismanagement of many conditions. Ensure this information is documented on the requisition if required.
- **Underfilling blood collection tubes.** Tubes contain precise quantities of anticoagulant to ensure proper buffering, preservation, and anticoagulation of blood. Ensure tubes are adequately filled and NEVER combine the contents of two underfilled tubes even if they are the same type of tube
- **Filling tubes in the improper order.** This results in additives being carried over from the first tube, which will alter the results on the tests performed on the next tube. See Order of Draw and Fill Line poster (Specimen Collection & Handling > General Handling and Collection Instructions: www.lifelabs.com/healthcare-providers/requisitions/).

- **Improper sample mixing.** Vigorous mixing of the sample can lead to hemolysis which produces inaccurate results or sample rejection. To prevent hemolysis, gently invert the tube. The air bubbles in the tube mix the blood, so let the bubble go all the way up before inverting again.
- **Hemoconcentration,** is a false increase in Red Blood Cells (RBCs). Ensure the tourniquet is not left in place for more than one minute and instruct the patient not to pump their fists. If these are observed, wait two minutes before proceeding with blood collection.
- **Improper orientation of serum tubes and clot times.** When tubes clot on their side, it can cause clots and fibrin strands. Allow serum tubes to clot **UPRIGHT** for at least 30 mins (SSTs) and 60 mins (Red Tops) **PRIOR** to centrifugation.

Jefferson Ramos

Technical Quality Specialist

Cherise Ens

Manager Quality Regulatory Affairs

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Empowering Our Tomorrow: Introducing the 2021 LifeLabs Community Report

LifeLabs is excited to announce the launch of our 2021 Community Report: Empowering Our Tomorrow.

2021 was a transformative year for our organization, marked by innovation, agility and a focus on building a new, better normal in the wake of the COVID-19 pandemic.

As Canadians continue to adjust to a post-pandemic reality, LifeLabs is looking to the future, fueled by the momentum of the innovation, agility and expertise we've demonstrated throughout the past two years.

From using drones to fly healthcare supplies to remote communities in British Columbia, to our support in public health initiatives, all while making strides forward in quality and accessibility of our usual diagnostic services and patient care, we've shown that the lessons we've learned can translate into a brighter, healthier future for Canadians – in more ways than one.

Explore **Empowering our Tomorrow: LifeLabs' 2021 Community Report** [here](#) and learn more about how we're:

- Empowering our customers;
- Recognizing and caring for our employees;
- Celebrating our partnerships;
- Advancing our DE&I initiatives;
- And respecting our environment through sustainable initiatives.



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