



**McGill University Health Centre**

**Clinic Laboratories**

**Client Orientation Manual**

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**CENTRE UNIVERSITAIRE DE SANTÉ MCGILL**

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| **SITE GLEN**  *HÔPITAL ROYAL VICTORIA - ROYAL VICTORIA HOSPITAL*  *MONTREAL CHILDREN’S HOSPITAL - HÔPITAL MONTRÉAL POUR ENFANTS* |
| **HÔPITAL LACHINE - LACHINE HOSPITAL**  **ET/AND PAVILLON CAMILLE-LEFEBVRE** |
| **HÔPITAL GÉNÉRAL DE MONTRÉAL - MONTREAL GENERAL HOSPITAL** |
| **HÔPITAL NEUROLOGIQUE DE MONTRÉAL**  **MONTREAL NEUROLOGICAL HOSPITAL** |

**LABORATOIRE DE BIOLOGIE MÉDICALE**

**CLINICAL LABORATORIES**

**514-934-1934**

Pour **toutes les renseignements de laboratoire** (prélèvements des échantillons, commande de test, résultats, etc.), veuillez consulter le tableau ci-dessous.

For all laboratory inquiries (specimen collection, test ordering, results, etc.), please refer to the table below.

|  |  |
| --- | --- |
| **Contacts pour les services à la clientèle des laboratoires CUSM / Laboratory Client Services contacts** | |
| Téléphone /Telephone: | (514) 934-1934, poste 35687 |
| Fax : | (514) 934-4457 |
| Courriel/E-mail : | [laboratoiresCUSM@muhc.mcgill.ca](mailto:laboratoiresCUSM@muhc.mcgill.ca) |

|  |  |  |
| --- | --- | --- |
| **Laboratoires du site Glen**  **(514) 934-1934** | **Jour 8h à16h / Days 8h to 16h**  **Lundi au vendredi/Monday to Friday** | **Demandes urgents (24h/7 jours) : soir, nuit, journées fériés, fin de semaine / Urgent requests (24h/7 days) : evenings, nights, holidays, weekends** |
| Laboratoires Central / Central Lab | 35687 | 37815 |
| Microbiologie / Microbiology | 24832 |
| Laboratoire Diagnostique Moléculaire / Core molecular Diagnostic Lab |  |
| Cytogénétique/Cytogenetics |  |
| Pathologie/Pathology | 37861 |  |
| Cytologie | 38782 |  |
| Banque de sang/Blood Bank | 34076 | 34078 |
| Cellules souches/Stem Cell | 34086 |  |
| Histocomptabilité (HLA) / Histocompatibility | 35052 |  |
| **Laboratoires des sites HGM et Lachine (514) 934-1934** |  |  |
| Banque de sang/Blood Bank | 35687 | HGM/MGH - 42450; Lachine -23490 |
| Laboratoires central/Central Lab | HGM/MGH - 42790; Lachine -23490 |

# MUHC Laboratory Test and Collection Manual

Refer to the MUHC Laboratory web site for the most current policy named **MUHC Lab test and Collection list**: <https://muhc.ca/laboratoires/dashboard>

# MUHC Laboratory Reference Ranges

Refer to the MUHC Laboratory web site for the most current list:

<https://muhc.ca/laboratoires/profile/clinical-laboratories>

# MUHC Notices

All updates, modifications and correspondence will appear on the MUHC laboratory: <https://muhc.ca/laboratoires/page/messages>

In order to be up to date with our policies and procedures, we suggest that the MUHC notices be viewed on a regular basis.

# How to label samples

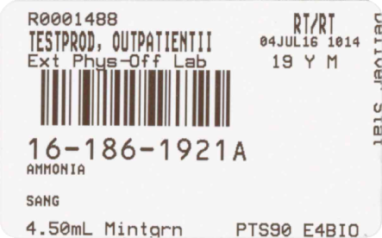
## Clients registering their samples in Cerner ONLY

Adequately identifying a sample is of crucial importance. The bar code labels are intended to facilitate accurate sample identification as much as possible, with as little chance for human error as possible. Furthermore, labels must also contain at least 2 pieces of confirming information.

As a general rule, sample tubes are not to be pre-identified prior to the collection of the actual sample. This practice increases the likelihood of human error, where a label could be affixed to a tube belonging to another patient. Samples identified immediately after collection can help to eliminate this type of dangerous error.

There is 1 label per sample tube. This helps reduce the chance of error that could be caused by using several labels for the same tube. In extremely difficult situations, more than 1 label can be shared for the same tube.

**Sample of bar coding label:**

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1. Above is the basic appearance of a bar code label, along with the information it will contain.
2. Before affixing a label to a sample, please ensure that all information contained on the label matches the information of the patient. Once the sample is taken, you may affix the label.
3. To affix, stick the label on the tube in a vertical position, with the MRN number positioned on the top left relative to the hemoguard cap, while leaving enough space available for the lab to see the actual sample. Never completely cover the transparent portion of the tube.

**Sample of a correctly labeled tube**



1. Verify that the sample type indicated on the label matches the sample type you are procuring. It is possible to perform the same analysis across different sample types.
2. Verify the tube type. Ensure that you are drawing the correct tube type for the test requested.
3. Use 1 label per tube.
4. Initial all labelled samples.

## Clients registering their samples manually

Refer to the MUHC Laboratory web site in policies and procedure section:

<https://muhc.ca/laboratoires/page/policies-and-procedures>

# MUHC Laboratory Requisitions Forms and Other Forms

The following MUHC Laboratory requisitions are available on the MUHC Laboratory web site:

The requisition forms may be ordered through printing services or simply printed in-house.

|  |  |  |
| --- | --- | --- |
| Form number | Form Name | Revised date |
| DM-3111 | [Pathology consultation (Requisition)](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2016 03 16 |
| DM-2175 | [Dosage des médicaments antirétroviraux](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory)  (available in French only) |  |
| DM-5502 | [Laboratories: Requisition for external patients](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2016 03 31 |
| DM-5047 | [Cytopathology non gynecological](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2016 05 25 |
| DM-5049 | [Cytopathology gynecological](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2016 05 25 |
| DM-4606 | [Histocompatibility and Immunogenetics Laboratory (HLA)](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2016 03 16 |
| DM-3472 | [Transfusion services](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2016 03 07 |
| DM-3342 | [Cytogenetics](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2016 05 17 |
| DM-3103 | [Parasitology](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory)  [(Guide on how to complete requisition)](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2015 08 11 |
| DM-3165 | [Central laboratory: Requisition for internal patients (adults)](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2016 08 22 |
| DM-3172 | [Central laboratory: Requisition for internal patients (children)](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2016 08 22 |
| DM-3166 | [Microbiology](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory)  [(Guide on how to complete requisition)](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2016 02 01 |
| DM-4632 | [**Molecular Diagnostics requisition**](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2016 07 14 |
| FORM-01-LISL-IM0000202 | [Formulaire d’autorisation pour la transmission de résultats par télécopieur](https://muhc.ca/laboratoires/page/muhc-pathology-laboratory) | 2015 07 09 |

# Laboratory Information Service (LIS)

Access to Laboratory Information System will require Citrix license.

The cost is determined by the number of workstations required and will be paid for by the client.

Training will be provided to super-user(s). Session runs for 2 hours.

A manual for order entry and viewing of results will be provided.

# Identification of Clinical Specimens and criteria for Specimen Acceptation and Rejection Policy

Refer to the MUHC Laboratory web site for the most current policy located in the **Notices** section:

<https://muhc.ca/laboratoires/page/messages>

**Note: It is mandatory to supply a RAMQ number for all tests requested.**

# Cooler Packing Instructions

## Basic rules transport specimen

Refer to OPTMQ web site for basic rules for the transport of specimens (French only).

Web site: <http://optmq.org/wp-content/uploads/2013/11/Transport4eedition.pdf>

## Prepare your specimens:

1. Prior to shipping specimens to the MUHC laboratories, refer to the MUHC Laboratory test and collection manual on the web site: <https://muhc.ca/laboratoires/profile/clinical-laboratories>
2. In general, non-stabilized specimens should be transported to the laboratory within the shortest delay possible. The actual maximal time limit varies according to the test requested.
3. If applicable, centrifuge the samples prior to shipping to the MUHC laboratories

(**Note:** centrifugation should be done by a Laboratory technologist at 3,500 RPMs for 10 minutes, but always refer to the centrifuge's user manual. Red stopper tubes need to rest for 30 minutes prior to centrifugation to allow for clotting. **CBCs must not be centrifuged**.)

1. Place samples in the appropriate transport containers and temperature conditions.

All samples to be refrigerated with the following exceptions

.  
The following samples must be aliquoted and frozen :

* 1,25-OH Vit D
* ACTH
* Androstènedione
* Calcitonine
* Catécholamines (plasma)
* C peptide
* PTH
* Rénine

1. Group the specimens and requisitions by laboratory.

Separate as follows:

* Biochemistry, Hematology, Coagulation, Immunology
* Microbiology
* Blood bank
* Pathology and Cytology
* Molecular Diagnostic
* Cytogenetics (sent in a separate package/box labelled with specific fluorescent green sticker “CYTOGENETICS”)
* Stat specimens (send in separate biohazard bag identified as STAT)

1. Place a frozen ice pack at the bottom of the cooler.
2. Place an absorbent pad on top of the ice pack.
3. Place racks or samples in Biohazard leak proof bags with an absorbent material during the transport process.
4. Samples placed in racks: Must be placed in the same order as the requisitions.

**Samples sent without racks:**

**Option 1:** The top of the tubes must be labeled with a sequential number that is then also placed on the requisition. Place the requisitions in a plastic bag separate from the samples.

**Option 2:** Place the sample in the biohazard bag and insert the accompanying requisition in the side pocket of the bag.

1. STAT requisitions should be placed in a separate plastic bag clearly identified as STAT.

## Sample Preparation for Pathology:

**Transport of biological specimens that allow us to believe that they do not contain infectious material.**

* Place the specimen in a container specifically used in laboratories
* **The requisition** must be completed with all the required information:

1. The name and surname of the patient
2. RAMQ or MUHC card number
3. Date of birth
4. The doctor’ and coordinates
5. Collection date and the time
6. The site where the specimen was collected (ex: right arm, left thigh)
7. Clinical information

* **Container** must be identified with:

1. The patient’s name
2. His RAMQ card number or MUHC card number
3. The site where the specimen was collected (ex: left arm, right thigh
4. The fixative must be written on the container

**Specimen category B UN3373 :**

Sealed primary container enclosing the specimen and formalin in a proportion of 1:20.



The primary container is place in a resealable Biohazard bag (secondary container).

1. Requisitions inserted in the outside pocket the documents are not in contact with the specimens or the formalin which is a highly toxic chemical.
2. Place the bags with the requisitions in a box designed for the transport of biological specimens and cover the bottom with blue absorbent paper
3. It can absorb up to 300 ml of liquid so use a sufficient quantity to absorb the volume of liquid contained in the primary container.

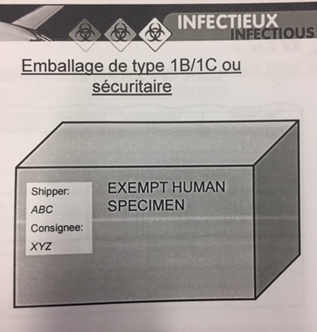
**Absorbent material : Blue Pike # 2020633.**

* How to identify the carrying case:

« EXEMPT HUMAN SPECIMEN »

« PATHOLOGY E04-1417»   include the address of the sender and the receiver at the

MUHC Glen site

****

**For the transport of containers in which more than 5000 ml of formaldehyde**

**was added, the UN2209 label must be affixed on the transport box.**

## Cooler preparation:

Unless indicated to the contrary in the MUHC Collection manual, blood samples for routine lab testing can be stored and transported at room temperature (22 to 25 °C) for up to a maximum of 2 hours after procurement.

Refrigerated specimens must be maintained at a temperature of 2 to 8 °C.

Unless indicated to the contrary in this manual, specimens for bacterial culture can be stored in the refrigerator for a maximum of 24 hours.

**Caution:** Certain specimens must not be refrigerated. Specimens received beyond the recommended times or conditions, may be rejected in order to prevent erroneous results.

1. Use a rigid washable cooler for each temperature controlled transport.
2. Clean coolers regularly and when soiled.
3. Maintain the specimens at adequate temperature
4. Label the cooler as priority to ensure rapid process once received at the MUHC Laboratory
5. Ensure that your courier service delivers the coolers directly to the MUHC Laboratory in order to respect delays. NOTE: the courier service must be accredited for transport of dangerous goods.

# Delivery of specimens

## Delivery Instructions to the MUHC Laboratories

Address : McGill University Health Center

MUHC Clinical Laboratories

1001 Decarie Blvd

Montréal, Québec, H4A 3J1

## Monday to Friday 08:00 – 16:00 (excluding statutory holidays)

Parking instructions:

* MUHC Reception dock parking
* Left hand door entrance and turn left into the reception dock

Drop off instructions:

**Routine samples:**

* Courier must sign a registration book when dropping off the samples at the Reception dock
* The samples are to be placed on a designated rack for Clinical Laboratories
* Label packages with the following address:

|  |  |
| --- | --- |
| **Laboratory name** | **Room number** |
| Central Reception, MUHC Laboratories | CS2.8166.1 |

**STAT samples:**

* Samples are to be delivered directly to the designated laboratory.
* Inform Reception Dock employee that package needs to be delivered directly to the laboratory and they will provide directions as required.
* STAT lab packages must be labeled with a specific laboratory room number:

|  |  |
| --- | --- |
| **Laboratory name** | **Room number** |
| Central Laboratory | E04-3026 |
| Blood Bank, Stem Cell and HLA | E04-5026 |
| Pathology and Cytology | E04-1417 |
| Microbiology | E05-3028-1 |
| CMDL and Cytogenetics | E05.3028-1 |

Monday to Friday from 16:00 – 08:00, Weekends, Statutory Holidays

**(Applies to routine and STAT samples)**

Parking instructions:

* Express parking lot at the front entrance of the Glen hospital.
* Press button at the entrance of Express parking and state name, name of Delivery Company and reason for the visit (specimen drop-off).
* To exit, press button and indicate reason for visit (leaving after specimen drop-off).

Direction to laboratories:

* Royal Victoria Hospital (DRC door) 15:00 to 20:59 and the Montreal Children’s Hospital (BRC door) from 21:00 to 4:59.
* Use the Royal Victoria Hospital principal corridor and follow the indications to Block E (written in red on the direction panels).
* Take the elevators located in the first corridor on your left (D-Block) and go to the 4th floor.
* Follow the corridor indicating E-Block (written in red), cross the sky bridge and firmly push the double doors.

Drop off location:

|  |  |
| --- | --- |
| **Laboratory name** | **Room number** |
| Central Laboratory | E04-3026 |
| Blood Bank, Stem Cell and HLA | E04-5026 |
| Pathology and Cytology | E04-1417 |
| Microbiology | E05-3028-1 |
| CMDL and Cytogenetics | E05.3028-1 |

# Retrieval of coolers and boxes

## Coolers

Empty coolers will be located in the Reception Dock on the “Empty cooler rack” for retrieval.

Ensure that the courier employee collects **all empty coolers** for sites belonging to his route each time samples are delivered to the Glen during regular hours.

Remove the “Vide/Empty” sticker from the cooler once it has been returned to its original send out site.

## Boxes

**Prepaid courier or with a return slip**

To have boxes delivered to sender, insert a completed return packing slip or return slip (including receiving and forwarding address) inside the box. The boxes will only be returned if the delivery is prepaid.

Without prepaid or return slips, the boxes will be discarded.

**Note:** A “Vide/Empty” sticker will be placed on all coolers and boxes to ensure that the containers are empty. These stickers are to be removed before using the containers once again.

# Procedure for Out of Province Testing

The most current list of tests that are available out of province may be viewed in the MUHC Laboratory web site titled **“List for testing done out of Quebec”:**

https: [//muhc.ca/laboratoires/profile/clinical-laboratories](https://muhc.ca/laboratoires/profile/clinical-laboratories)

If an out of province test is required, refer to the procedure that has been established by the “Ministère de la santé et des services sociaux du Quebec”: <http://msssa4.msss.gouv.qc.ca/fr/document/d26ngest.nsf/1f71b4b2831203278525656b0004f8bf/8b6bf54d5701da008525785c004d0d65/$FILE/2011-012%20(11-09-29).pdf>

The AH-612 form to be completed is available on the Ministry web site:

<http://msssa4.msss.gouv.qc.ca/intra/formres.nsf/c6dfb077f4130b4985256e38006a9ef0/c026b91c59f6c0a78525785e0064430f/$FILE/AH-612_DT9186(2012-05)D.pdf>

# Question and Answers

**Q: How to modify the status of a sample from routine to STAT?**

A: Contact MUHC Laboratory Client Services 514-934-1934, ext. 35687

**Q: How to ADD-ON a test to a requisition for a sample already sent to MUHC laboratory?**

A: Fax requisition with "ADD-ON" to Client Services Fax number 514-934-4457

**Q: How to identify what sample or container type is required for a specific test?**

A: Refer to MUHC Lab test and collection list on the MUHC Laboratory web site.

**Q: How to decide on samples transport temperatures and transport containers for specific tests?**

A: Refer to the MUHC Lab test and collection list on the MUHC Laboratory web site.

**Q: What to do if the wrong test was ordered?**

A: Contact MUHC Laboratory Client Services 514-934-1934, ext. 35687

**Q: What is the turn around time for a test result?**

A: Refer to the MUHC Lab test and collection list on the MUHC Laboratory web site.