



LEEDS PATHOLOGY LABORATORY Inadequate Request Forms/Labels

5th March 2024

Dear Service User

Pathology is receiving an increasing number of request forms which do not meet adequate labelling requirements. Processing inadequately labelled requests presents a clinical risk and adequate labelling is essential to protect patients from harm.

The most common issues relate to problems with sample barcodes generated using ICE (faint ink, off-centre (truncated) barcodes and artefacts such as gaps or spaces).

Specimens received in this manner will incur significant delays to processing because there is an associated requirement to manually re-label with a new, legible barcode and re-process the request. In extreme cases, the delay incurred could impact adversely on sample integrity hence patient results. This also introduces the risk of a patient sample-request mismatch.

Please can we politely request that printers are regularly monitored to verify acceptable print quality and to ensure that print quality issues such as the above are resolved in a timely manner.

Although a time-consuming exercise, we intend sharing examples of sub-standard requests with locations concerned and it will be very helpful if you could use these examples to train those undertaking specimen collection to recognise and address print quality issues.

Thank you for your support in helping us to provide a safer and more timely laboratory testing service for our patients.

Communication sent on behalf of:

Pathology Reception

For any comments or feedback please send to:

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