ARUP LABORATORIES

A nonprofit enterprise of the University of Utah and its Department of Pathology

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CANCELATION OF TESTING

COMMON ROOT CAUSES

ARUP Laboratories receives more than 65,000 specimens daily from across the United States. Quality is of utmost importance at ARUP. Accuracy and clarity of laboratory reports, propriety of samples, labeling, transport conditions, and assay precision are all continually monitored. Only a small percentage of tests are canceled, usually for reasons such as insufficient specimen volume for testing.

For additional information, please login to ARUP Connect™ to access many electronic services, review aruplab.com, or contact our Client Services department via email (clientservices@aruplab.com) or via chat (aruplab.com). Client Services is also available by phone at 800-522-2787 and is staffed 24 hours a day, seven days a week.

Listed below are some of the more common reasons why ARUP may not be able to perform an ordered test on a particular specimen.

Compromised specimen: The specimen received was compromised during the shipping, the receiving, or the test preparation process. One or more of the following events may have occurred:

- The specimen was shipped in a nonapproved container. A container must be capable of withstanding pressure differentials of 95 kPa or greater.
- The specimen leaked during delivery or thaw.
- Cap was not properly seated (e.g., cap was not tightened, specimen was shipped in a vacutainer whose stopper had been removed and reseated, or the incorrect cap was placed on the tube).
- Parafilm was used to seal the tube (e.g., instead of a cap or to further seal a capped tube, or only parafilm was used. Parafilm contracts and expands during pressure and temperature changes and may loosen a cap).
- A sealed tube cracked (e.g., a shipping rack was not used, or dry ice blocks or other heavy contents cracked or broke the specimen tube during shipping).
- In some cases, it may not be clear why the specimen leaked.

  See ARUP's Specimen Transport Guide for appropriate container types, specimen volumes, and special handling requirements. Specimens may be rejected if any of the requirements for these processes are not met.

Quantity Not Sufficient: Specimen received was less than the minimum published volume.

- The volume listed in the ARUP Laboratory Test Directory is the minimum volume required. If less than the minimum volume is received, ARUP may reject the specimen for testing.

Depleted specimen volume: ARUP received a specimen with the published minimum volume, but the volume was depleted during the testing process. One or more of the following events may have occurred:

- ARUP needed to repeat the test to ensure that the results were correct.
  - A technical error may have occurred during the first round of testing, which required that the test be run again.
  - The clinical picture including the results of related tests did not match the initial result of this test, and the test was repeated to verify the results.
- The client ordered a group test.
  - A group test requires several component tests be performed. The specimen volume sent was insufficient to perform all of the component tests.
- The client requested that several different tests be performed on one specimen.
  - To meet this requirement, the specimen is divided among test tubes and sent to different sections of the lab. However, in the process of dividing the specimen the volume can be decreased and, at times, depleted.
- The specimen was sent to a referral laboratory that required a larger specimen volume.
  - When ARUP cannot perform a test due to temporary instrumentation or reagent difficulties, ARUP will send the specimen to another laboratory for testing. Sometimes the referral laboratory requires more specimen volume than ARUP does.
- Due to an ARUP handling error, insufficient sample volume remained to complete the correct test.

TROUBLESHOOTING

ARUP will:

- Immediately notify clients of insufficient or depleted specimen volumes.
- Attempt to locate additional specimen collected on the same day at the same time.
- Occasionally dilute a specimen to increase the usable volume. However, dilution is not a viable option for all tests.
- Continually monitor assay performances and recommend changes in laboratory processes when indicated.

ARUP recommends that clients review and comply with the specimen volumes required for each test in the ARUP Laboratory Test Directory.