

USING EPIC ROVER FOR PHLEBOTOMY

PURPOSE:

To provide instructions for the use of Rover for positive patient identification and bedside label generation at the patient bedside at the time of collection.

POLICY:

To ensure positive patient identification and prevent mislabeling of specimens, it is **mandatory** to use Rover for positive patient identification and specimen labeling at the bedside. All phlebotomists are required to follow this procedure. This process will ensure accurate patient identification and minimize the risk of errors.

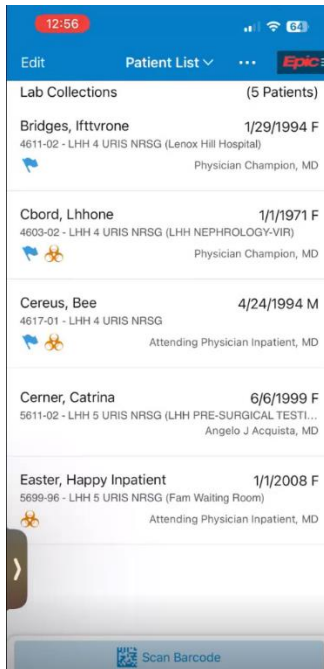
Lab orders will not be batch released from Epic to Cerner and batch collection label runs will not occur from Cerner. User must release orders one patient at a time from Epic to print label from Cerner.

PROCEDURE / RESPONSIBLE:



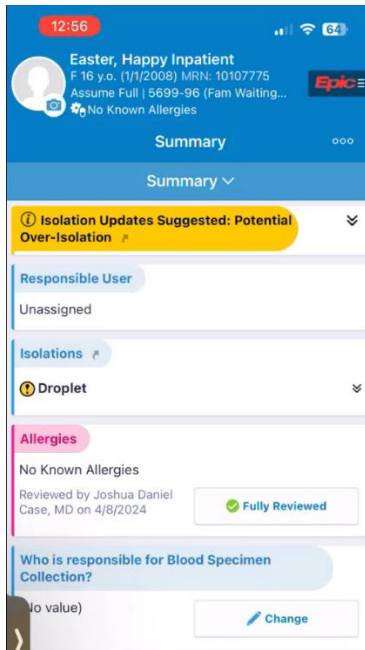
1. On the Northwell issued device, open the Rover app.
2. Log into Rover with your Northwell credentials.
3. Select the mobile printer by scanning the barcode on the printer to pair it with Rover.
4. Pull up the Patient List. The Patient list displays all patients who require collection.

USING EPIC ROVER FOR PHLEBOTOMY

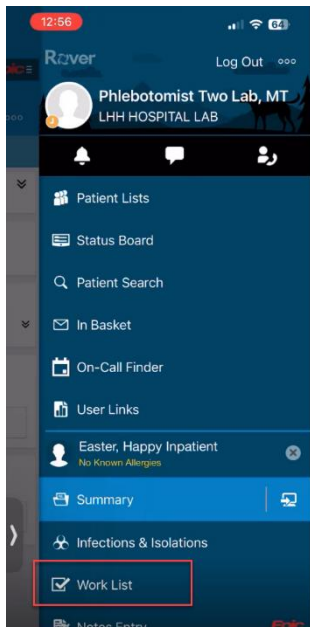


5. The list of patients display the following:
 - a. First and Last Name
 - b. Date of Birth
 - c. Legal Gender
 - d. Room, Bed, Location
 - e. Attending provider.
6. Symbols may display to provide information on the patient. When you select the flag, the patient summary displays with the information.
 - a. Blue Flag  – is a patient flag to identify something to call out on the patient chart. Note: this may not be lab/collection related.
 - b. Biohazard Flag  – indicates patient isolation code, contact, airborne or droplet precautions.
7. The phlebotomist may only be in 1 patient/chart at any time.
8. Scan the patients WRISTBAND barcode by selecting Scan Barcode at the bottom of the screen to enter the patient's chart summary.

USING EPIC ROVER FOR PHLEBOTOMY



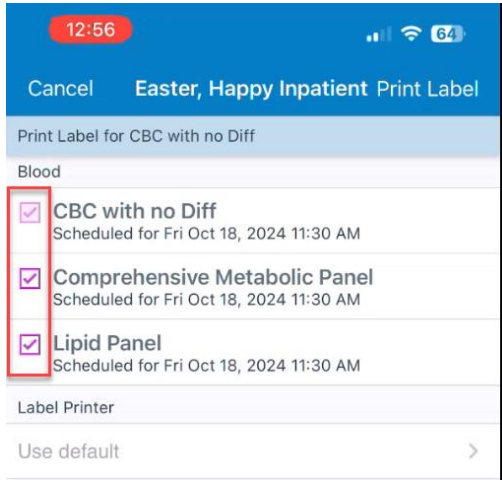
9. In the event the patient must be “collected by nurse” and it has not yet been updated in the patient chart, the phlebotomist can change it on the fly by changing “Who is responsible for Blood Specimen Collection?”
10. Enter the Worklist for the patient.



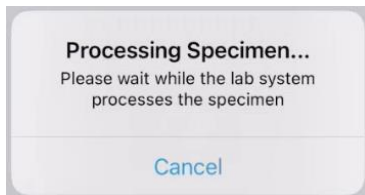
11. Select Print Label (tube icon) on the worklist.

USING EPIC ROVER FOR PHLEBOTOMY

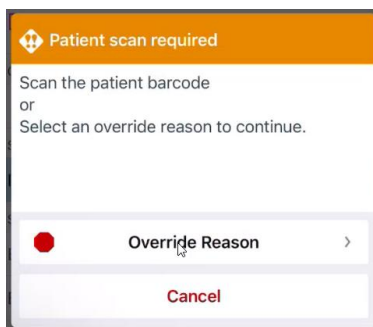
12. CHECK OFF ALL TESTS TO BE COLLECTED. Not doing so will split out the labels and result in more tubes collected than needed.



13. Select Print Label (top right of screen).  This sends the orders to Cerner.
14. Cerner processes the orders and sends the labels to the mobile printer.



15. The phlebotomist is prompted to scan the patient's barcode. Select Scan Barcode to scan the patients WRISTBAND barcode.



16. Select all tests to be collected.

USING EPIC ROVER FOR PHLEBOTOMY

12:57

Cancel Easter, Happy Inpatient Done

Collect Comprehensive Metabolic Panel

Blood

☒ Comprehensive Metabolic Panel
Scheduled for Fri Oct 18, 2024 11:30 AM

Lipid Panel
Scheduled for Fri Oct 18, 2024 11:30 AM

Barcodes scanned 0/1

7529200008B

Override Scan

☒ CBC with no Diff
Scheduled for Fri Oct 18, 2024 11:30 AM

Barcodes scanned 0/1

7529200008A

Override Scan

Collection Date and Time

Specimen Type

Blood

17. Note the Barcodes Scanned (#/TOTAL) and specimen accession numbers are noted with a pink/red.

Barcodes scanned 0/1 Barcodes scanned 0/1

7529200008A 7529200008B

18. Scan the barcode of each specimen label. Note the Barcodes Scanned and specimen accession numbers are noted with a green checkmark and the collection date and time are defaulted based on the date/time scanned.

Barcodes scanned 1/1 Barcodes scanned 1/1

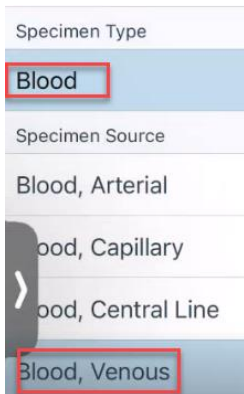
7529200008A 7529200008B

Collection Date and Time

10/18/24 12:58

19. Specimen type and source defaults to blood, blood,venous

USING EPIC ROVER FOR PHLEBOTOMY



20. Review the patient orders on the screen. If all is appropriate and specimen collection is complete, select DONE at the top right of the screen to complete the collection task.



21. The Phlebotomist is returned to the worklist for this patient showing “No tasks available.”



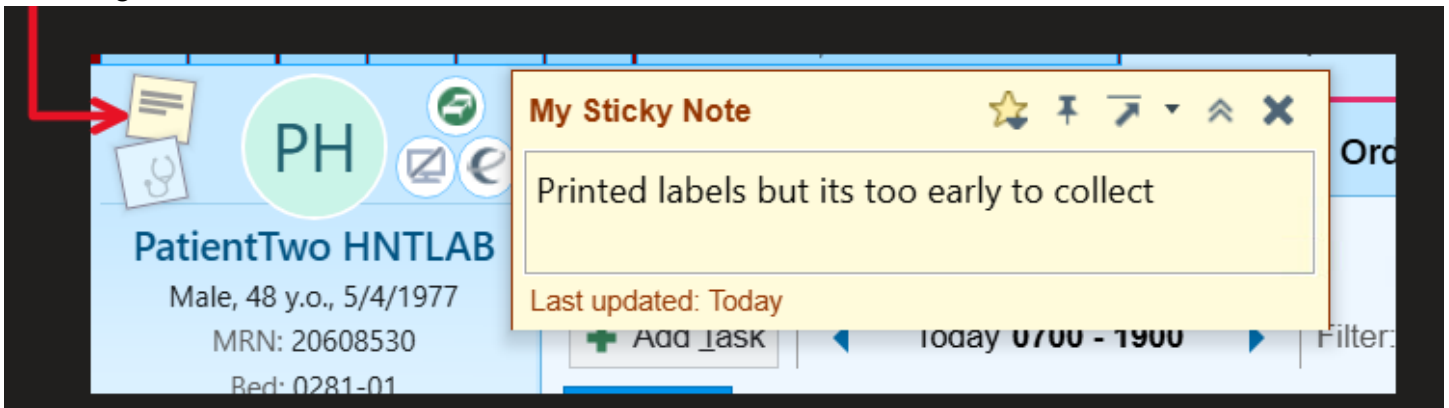
22. Return to the patient list and repeat for each patient requiring collection.

USING EPIC ROVER FOR PHLEBOTOMY

Reprinting Specimen Labels in Rover

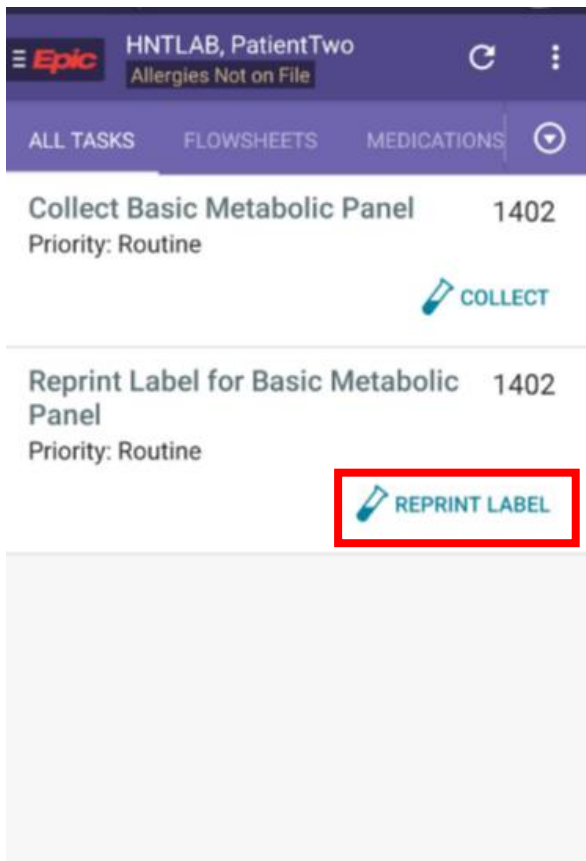
Scenario: Label was printed in error; however, collection tasks were not completed in Rover:

1. The phlebotomist indicates in the patient's chart the reason for the missed collection within an Epic **Sticky Note**. Select **Sticky Note** icon and comment in the "My Sticky Note" field:
2. On difficult patients, if the phlebotomist is unable to get blood after a second attempt, comment in the "My Sticky Note" field and cancel the order using the appropriate cancel code in Cerner. Enter an order comment in Cerner stating who was notified of the cancellation.



3. If specimen collection process (steps 1-14) has been completed in Rover, and the label has been printed, there is an option to **REPRINT LABEL** next to the container still pending a collection task:

USING EPIC ROVER FOR PHLEBOTOMY



NOTE: In the event of any other protocol non-conformance, or workflow issues, please reach out to your supervisor.

USING EPIC ROVER FOR PHLEBOTOMY

When a user initiates the collection process by printing a label, and the order is listed in a **“Label Reprint”** Status with no further activity recorded in Epic. To monitor those orders and address them, run the Epic report **“Lab Orders with Label Printed but no collection Completed”**. The report will list the name of user that Printed the label.

Lab Orders with Label Printed but No Collection Completed [4544789] as of Tue 7/29/2025 10:32 AM										
Add to List Hospital Chart Detail List Explore Filter Re-run Report										
Order ID	Frequency	Patient Name (MRN)	Order Name	Ordering Provider	Order Date	Age of Order	Department	Location	Label Printed by:	Order Status
2222098989	Once	Orders-Medsurg, Lee (10103263)	Complete Blood Cell Count (CBC)	Attending Physician Inpatient	03/11/2024	504d 18h 51m	LJ 4 NORTH NRSG	Long Island Jewish Medical Center	INPATIENT...	Sent
2222098991	Once	Orders-Medsurg, Lee (10103263)	Complete Blood Cell Count (CBC)	Physician Burn	03/12/2024	504d 02h 09m	LJ 4 NORTH NRSG	Long Island Jewish Medical Center	JACOBSO...	Sent
2222125290	Once	Nicole, Elsa (10106423)	CBC with no Diff	Nabil Nuhad Dagher	06/20/2024	404d 02h 17m	LHH CATH AND EP LAB	Lenox Hill Hospital	LAB, PHLE...	Canceled
2222125291	Once	Nicole, Elsa (10106423)	Comprehensive Metabolic Panel	Nabil Nuhad Dagher	06/20/2024	404d 02h 17m	LHH CATH AND EP LAB	Lenox Hill Hospital	LAB, PHLE...	Canceled
2222125292	Once	Nicole, Elsa (10106423)	Lipid Panel	Nabil Nuhad Dagher	06/20/2024	404d 02h 17m	LHH CATH AND EP LAB	Lenox Hill Hospital	LAB, PHLE...	Canceled
2222133357	Once	Mahomy, Kermit (10106974)	Complete Blood Cell Count (CBC)	Physician Champion	04/03/2024	481d 23h 11m	LHH OR	Lenox Hill Hospital	MARSON, ...	Canceled
2222133359	STAT	Mahomy, Kermit (10106974)	Complete Blood Cell Count (CBC)	Physician Champion	04/03/2024	481d 23h 10m	LHH OR	Lenox Hill Hospital	MARSON, ...	Canceled
2222134019	Once	Central, CERNER (10104638)	Thyroid Stimulating Hormone (TSH)	Physician Burn	03/20/2024	496d 01h 23m	CCMC 2C	Cohen	JACOBSO...	Sent
Order Details										
Complete Blood Cell Count (CBC) [LAB294] (Order 2222098991) Date: 3/12/2024 Department: Lij 4 North Nrsg Released By: Liz Jacobson (auto-released) Authorizing: Physician Burn, MD Priority and Order Details Priority Routine Class Lab Collect										

USING EPIC ROVER FOR PHLEBOTOMY

Lab Orders with Label Printed but No Collection Completed [4544789] as of Tue 7/29/2025 10:32 AM											
Add to List Hospital Chart											
Detail List Explore											
Filter		Re-run Report									
Department	Location	Patient Name (MRN)	Order Name	Order Date	Age of Order	Ordering Provider	Order ID	Frequency	Label Printed by:	Label Print Date & Time	Order Status
LJ 4 NORTH NRSRG	Long Island Jewish Medical Center	Orders-Medsurg, Lee (10103263)	Complete Blood Cell Count (CBC)	03/11/2024	504d 18h 51m	Attending Physician Inpatient	2222098989	Once	INPATIENT...		Sent
LJ 4 NORTH NRSRG	Long Island Jewish Medical Center	Orders-Medsurg, Lee (10103263)	Complete Blood Cell Count (CBC)	03/12/2024	504d 02h 09m	Physician Burn	2222098991	Once	JACOBSO...		Sent
LHH CATH AND EP LAB	Lenox Hill Hospital	Nicole, Elsa (10106423)	CBC with no Diff	06/20/2024	404d 02h 17m	Nabil Nuhad Dagher	2222125290	Once	LAB, PHLE...		Canceled
LHH CATH AND EP LAB	Lenox Hill Hospital	Nicole, Elsa (10106423)	Comprehensive Metabolic Panel	06/20/2024	404d 02h 17m	Nabil Nuhad Dagher	2222125291	Once	LAB, PHLE...		Canceled
LHH CATH AND EP LAB	Lenox Hill Hospital	Nicole, Elsa (10106423)	Lipid Panel	06/20/2024	404d 02h 17m	Nabil Nuhad Dagher	2222125292	Once	LAB, PHLE...		Canceled
LHH OR	Lenox Hill Hospital	Mahomy, Kermit (10106974)	Complete Blood Cell Count (CBC)	04/03/2024	481d 23h 11m	Physician Champion	2222133357	Once	MARSON, ...		Canceled
LHH OR	Lenox Hill Hospital	Mahomy, Kermit (10106974)	Complete Blood Cell Count (CBC)	04/03/2024	481d 23h 10m	Physician Champion	2222133359	STAT	MARSON, ...		Canceled
CCMC 2C	Cohen	Central, CERNER (10104638)	Thyroid Stimulating Hormone (TSH)	03/20/2024	496d 01h 23m	Physician Burn	2222134019	Once	JACOBSO...		Sent

Order Details

Complete Blood Cell Count (CBC) [LAB294] (Order 2222098991)

Date: 3/12/2024 Department: Lj4 North Nrsrg Released By: Liz Jacobson (auto-released) Authorizing: Physician Burn, MD

Priority and Order Details

Priority	Class
Routine	Lab Collect

REFERENCES:

NYSDOH, CAP

RELATED DOCUMENTS:

DISTRIBUTION LIST:

REVISION/VERSION HISTORY:

Version No.	Date	Additions/Amendments
1		

USING EPIC ROVER FOR PHLEBOTOMY

Version No.	Date	Additions/Amendments