



## MEMORANDUM # 9

TO: UNC Hospitals Attending Physicians, Housestaff, Department Heads,  
Nursing Staff and Supervisors

FROM: <sup>HCU</sup> Herbert C. Whinna, MD, PhD, Director, McLendon Clinical Laboratories  
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DATE: May 13, 2013

**SUBJECT:** Modification of Early Morning Phlebotomy Collection Beginning June 1, 2013

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For the past two and a half years, McLendon Clinical Laboratories and nursing leadership have worked diligently on analyzing our patient satisfaction scores and comments. We have already implemented many new strategies to improve our patients' experience with early morning blood collections. While we have seen dramatic improvement in our patient responses, negative comments regarding the early hour that blood collections occur continue to be an issue.

After much collaboration and planning, Phlebotomy Services will modify the early morning collection work flow to better accommodate our patients. Beginning June 1, 2013 collections requested for the 4AM phlebotomy round will be triaged into two groups: surgical units and non-surgical units. Only 4AM orders for the following units will be commenced prior to 5AM: 5WST, 5EST, 6EST, NSIU, SICU, PACU, TICU, ISCU, 4ADN, 4ADS, 5ADN, BICU, 6WM, 7NSH, 6NSH. (Collections ordered for 4AM on pediatric surgical patients will be confirmed and collected as is the current procedure.)

Phlebotomy Services will begin collections on all other units at 5AM regardless of whether the order is placed for the 4AM round. We encourage staff on non-surgical units to begin placing first morning orders for the 5AM round to expedite the triage process. Please note that this change will not affect the morning therapeutic drug collections

We would like to thank our nursing colleagues and Chief-of Staff, Dr. Lindsey for their collaboration and support in this endeavor. We thank all of you, in advance for your patience as we make this transition for the benefit of our patients.

Please direct concerns and comments to: Diana Willoughby, Assistant Administrative Director-Phlebotomy Services, [DWilloug@unch.unc.edu](mailto:DWilloug@unch.unc.edu) or call (919) 966-7667.