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Policy on Unable to Obtain (UTO) Draws

To: Director of Nursing, Assistant Director of Nursing, and Nursing Staff

Subject: Procedure for UTO Draws

Purpose:

This policy outlines the procedure for handling situations where a phlebotomist is unable to obtain a blood draw from a patient. Our goal is to ensure a streamlined process that minimizes disruption and maintains efficient service.

Procedure:

1. Initial Attempt:

- When a phlebotomist arrives at your facility and is unable to obtain a blood draw from a patient, they will inform a member of the nursing staff and obtain a signature confirming the attempt. A second attempt will be scheduled automatically by our team. The client does not need to take any action to facilitate this rescheduling.

2. Second Attempt:

- A second phlebotomist will be dispatched to your facility to attempt the draw again. The phlebotomist will again inform a member of the nursing staff and obtain a signature to confirm the attempt.

3. Reporting Unsuccessful Attempts:

- If the second attempt is also unsuccessful, a report will be sent to your facility indicating that two attempts were made and were unsuccessful.

4. Rescheduling:

- If the blood draw is still required after two unsuccessful attempts, you will need to reschedule the order. To do so:
 - **Routine Service:** Create a new lab order on your routine service day.
 - **Stat Orders:** If a stat order is needed, please call it in directly to ensure prompt attention.

Contact Information: For any questions or concerns, please contact our customer service team at customerservice@aculabs.com.