

Scenario 7

You've never received many clotted FBC samples from the MTN clinic in the past but last week, you received 4. The clinic manager says nothing has changed at the clinic, so this must be a lab problem.

Focused Questions

- What could be contributing to clotted samples?
- How could you investigate which of these causes is likely so you can make corrective changes?

Talking Points

- Poor technique collecting samples
 - Check to see who was drawing the samples. Was it all the same person or a new person?
 - Observe some phlebotomies-maybe staff aren't mixing tubes or other problems.
- Problems with tubes
 - See if all the clotted tubes are from a particular lot
 - Contact the tube manufacturer to see if any issues with their tubes