



TravaLab Quality Control Assessment

Assessor/QC Manager: _____

Date: _____

Laboratory: _____

Patient Name: _____

Technician: _____

Assessment: For each question, please write the number 1 if the answer is “Yes” and the number 0 if the answer is “No.” As a general standard, a score of 90% or higher in each category would be considered to be within acceptable assurance parameters for patient care.

Scheduling Assessment

	YES-1	NO-0	Comments
Has appointment been scheduled through TravaLab (TL) website by patient?			
Has appointment been routed to technicians in service area requested through TL application?			
Has appointment been reviewed and accepted by TL technician?			
Has technician reached out to patient to confirm date and time of requested draw?			
Did technician perform blood draw safely and according to TL protocol?			
Were sample(s) labeled and shipped out according to TL protocol and within mandatory time frame?			
Did technician provide tracking number for sent sample(s)?			

Scheduling Incidental Assessment

	YES-1	NO-0	Comments
Was a technician unavailable requested service area? If so, was a technician rerouted by TL?			
If so, was a technician rerouted by TL?			
Did an issue with mislabeling and/or shipping & handling occur?			
If so, did TL schedule a redraw?			
Was there an issue with the kit provided (expired, exhausted vacuum, broken tube)?			
If so, did TL schedule a redraw with the appropriate kit?			
Did the patient fail to show for requested appointment? (Note: If patient fails to show, they will be liable for the cost of the appointment and are responsible for notifying the TL technician).			

Phlebotomy Incidental Assessment

	YES-1	NO-0	Comments
Did the technician miss the patient's vein?			
Did the technician encounter patient with hard veins?			
Did patient experience syncope during blood draw procedure?			
Was patient dehydrated for procedure?			
Did the patient tamper with the kit provided? (opened tube, left in vehicle or exposed sunlight for long periods of time, received expired kit)			
Did technician fail to stabilize arm?			
Did technician fail to follow basic phlebotomy SOP's and mandatory lab protocols?			
Did technician fail to access both veins as necessary?			
Did technician fail to properly label tubes?			