



VETERINARY & BIOMEDICAL SCIENCES DEPARTMENT (VBSD)
Animal Disease Research and Diagnostic Laboratory (ADRDL)

Quality Management

Contract Review

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Approval: Rajesh Parmar Date: 09/06/2023

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1. Introduction and Purpose:

This policy describes the procedure followed at the ADRDL to review the submission contract.

2. General Requirements:

- 2.1. Client: An entity (e.g. person or customer, company, agency, organization, etc.) that receives a test result done according to specified requirements.
- 2.2. Sample: A material that is derived from a specimen (material submitted by a client) and used for testing purposes. Sometimes the original sample is shared among different sections. All the shared samples are identified by the same case number.
- 2.3. VADDS: An electronic password protected system that maintains and stores the client database, diagnostic test results and reports, and associated documents / data.

3. Policy:

- 3.1. The completed submission form becomes the official contract for ADRDL with the client for services requested. The submission forms are available at, <https://www.sdstate.edu/animal-disease-research-diagnostic-laboratory/submission-other-forms>
- 3.2. Each submission gets a unique identification number, called the “Case Number”. The format for this unique number is YY- # # # # #, where YY represents the last two digits of the year and # # # # # represents a sequential numerical value assigned to the case.
- 3.3. Necropsy staff and / or receiving office personnel and / or case coordinator reviews the submission form for completeness, relevant case history, submission errors, billing information, and to determine if it is capable and has resources to offer the requested service.
 - 3.3.1. While reviewing the submission form, if any discrepancies are observed, the employee reviewing the submission form notifies the case coordinator or contacts the client directly about the issue (e.g. number of blood tubes submitted are not correlating with the number of tubes indicated on submission form). The reviewer documents the discrepancy with the case records.
 - 3.3.2. Employee performing the test contacts the client and/or the section leader about insufficient information regarding test orders or testing goals.
 - 3.3.2.1. These communications are maintained with the case records.

- 3.3.3. The case coordinator may determine which tests are required, based on case history information furnished on the submission form.
- 3.3.4. If a specific, requested test is not offered by the VBSD, or if a sample has to be forwarded to an approved outsource laboratory, the client is informed as per the current ADRDL policy on outsourcing*.
- 3.4. Case coordinator or the employee receiving the sample or performing the test evaluates the laboratory sample for suitability and/or quality.
 - 3.4.1. He /she documents problems related to sample suitability or quality with the case records.
 - 3.4.1.1. Case coordinator communicates any significant sample quality problems to the client.

4. Other Related Policies /Forms:

- 4.1. Submission forms
- 4.2. Outsourcing Policy: ADRDL.POL.QUA.0004.XX

5. Revision History:

- 5.1. VBSD is changed to ADRDL.
- 5.2. At 3.1, web link for submission forms is updated.

6. References:

- 6.1. Current AAVLD Requirements

7. Appendices:

- 7.1. N/A

*Outsource preference shall be given to the federal reference laboratories, other AAVLD accredited laboratories or ISO 17025 accredited laboratories. Informing the client typically occurs at the time of reporting.