



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

Quality Management

Contract Review

Number: VBSD.POL.QUA.0003.03

Replaces: VSD.POL.QUA.0003.02

Contact person: Rajesh Parmar

Approval: \_\_\_\_\_ Date: \_\_\_\_\_

Quality Manager

\_\_\_\_\_ Date: \_\_\_\_\_

Head / Director, VBSD / ADRDL

**1. Introduction and Purpose:**

This policy describes the procedure followed at the VBSD 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. Laboratory sample: That portion of material sent to or received by the VBSD. 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 shall become the official contract with the client for services requested from the VBSD. The submission forms are available at, <http://www.sdstate.edu/vs/adrdl/forms/index.cfm/>
- 3.2. For the ADRDL each submission shall be given 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 will review the submission form for completeness, relevant case history, submission errors, billing information, and to determine if the VBSD offers the requested service.
  - 3.3.1. While reviewing the submission form, if any discrepancies are observed, the employee reviewing the submission form will notify the case coordinator or contact 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 will document the discrepancy on the submission form and sign and date it.
  - 3.3.2. Employee performing the test will contact the client and/or the section leader about insufficient information regarding test orders or testing goals.
    - 3.3.2.1. These communications will be recorded onto the submission form or the VADDS generated case worksheets kept in the case folder or under staff or test comments in VADDS (internal). The communications shall be dated and initialed.
  - 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 shall be informed as per the current VBSD protocol on outsourcing<sup>\*</sup>.

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<sup>\*</sup>Outsource preference shall be given to the federal reference laboratories, other AAVLD accredited laboratories or ISO 17025 accredited laboratories or any other laboratory that is deemed competent based on the evaluation of its quality system by the section leader and quality manager. Informing the client typically occurs at the time of reporting

- 3.4. Case coordinator or the employee receiving the sample or performing the test will evaluate the laboratory sample for suitability and/or quality.
  - 3.4.1. He /she will document sample suitability or quality problems and/or submission errors onto the submission form or the VADDS generated case worksheets kept in the case folder or under staff or test comments in VADDS (internal).
    - 3.4.1.1. The notes shall be dated and initialed.
    - 3.4.1.2. Case coordinator will communicate any significant sample quality problems to the client by phone or fax or mail / e-mail.

**4. Other Related Policies /Forms:**

- 4.1. Submission forms
- 4.2. Outsourcing Policy: VBSD.POL.QUA.0004.XX
- 4.3. Specimen Submission: VBSD.ADRDL.SOP.QUA.0102.XX

**5. Revision History:**

- 5.1. Information pertaining to OBL is removed and VSD is changed to VBSD.
- 5.2. At 2.2 and 2.3, explanation of laboratory sample and VADDS is updated.
- 5.3. At 3.1, web link for submission forms is updated.
- 5.4. Section 3.3 and 3.4 are updated.

**6. References:**

- 6.1. Current AAVLD Essential Requirements

**7. Appendices:**

- 7.1. N/A

