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| **Subject:** | Syncope/Bruising | | | **Origin Date:** | 3/4/98 | |
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| **Review Date:** | | | 6/11/2021 | **Revision Date:** 10/07, 1/09, 1/11, 2/15/13,6/29/2016,6/6/2017 | |  |
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| **Regulatory References:** | | | | **Cross References:** Event Reporting through Quantros System ADM-24-005 | | |
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**POLICY & DEFINITION**

**SYNCOPE:**

During or after drawing blood, a patient may faint or experience a period of unconsciousness. Should this happen, the following steps are to be followed:

1. Immediately discontinue the venipuncture.
2. Recline the phlebotomy chair to lay the patient prone. If a phlebotomy chair is not being used, lean the patient forward, placing the head between the knees, making certain to hold them in the chair. If the patient was standing, lay them down on the floor.
3. Apply a cold compress to the back of the neck or on the forehead. Provide the patient with a cool drink (water or orange juice) and crackers if needed.
4. **Offer the patient the services of an onsite Physician/Practitioner**. If they decline, make sure the patient is alert and feeling well before they get back on their feet and leave.
5. The Laboratory Clinical Manager of the Phlebotomy Department or designee will either check the patient’s ER discharge status, if they went to the ER, or make a follow up call to the patient the next working day to check on the patient’s status if they declined services.
6. If the patient fainted or went to the ER, the Laboratory Clinical Manager of the Phlebotomy Department or designee will enter the incident and follow up results into the Event Reporting System.
7. Using the ERS system, the QA coordinator will trend incidents and report as needed.
8. Primary Care sites will follow the same protocol and will forward the information to the Clinical Manager of Phlebotomy who will make the follow up calls, enter the incident into the current event reporting system if needed. Using the event reporting system, the QA coordinator will trend incidents and report as needed

**BRUISING:**

1. If a patient presents to the laboratory with a complaint about having developed a bruise after the venipuncture, notify the Clinical Manager of Phlebotomy to assess the venipuncture area. If the Clinical Manager is not available, contact the designee. A pathologist will be contacted if warranted. If it is after hours call the Clinical Nurse Manager to do the assessment.
2. If the complaint is reported via phone call or other method, the Clinical Manager of Phlebotomy or designee will speak directly to the complainant and offer an assessment by a pathologist or suggest a follow up with their primary care provider. They will also instruct the patient to call back within 2 days if the problem persists or worsens.
3. The details of the incident and results of the follow up results with be documented in the Event Reporting System. NOTE: The attached Patient Incident Form can be used to gather data for entry into the event reporting system or be used if the system is down.
4. Document the Patient Incident in the event reporting system. The QA Coordinator will use the event reporting system to trend incidents and report as needed.

**Electronic Authorizations:**

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