



## Newborn Screening Bulletin #93

June 1, 2015

### **Phone calls for missing information**

Newborn Screening Ontario has received feedback from hospitals and midwifery practices that calls for information are too frequent and disruptive. We agree! However, all fields on the requisition forms are required.

To address all the requisitions that arrive with missing information, NSO employs a full-time clerk to follow-up on these samples. Missing information results in samples that are unsatisfactory for testing. In order to decrease the number of infants that must have a repeat sample (and more importantly prevent the potential delay of a diagnosis), NSO first attempts to obtain this information by calling you. If the information can be obtained in a timely manner, NSO can process the sample.

### **What NSO is doing to decrease the number of calls:**

- 1) Determining whether institution lab labels can be tracked to know what information off these labels can be used.
- 2) Looking at new ways to consolidate/limit the number of calls.

### **What you can do:**

- 1) Appoint a person internally to double check that each requisition form has been fully completed.
- 2) Consider providing a "packing slip" that contains all the samples shipped with the infant's demographics (including health card number) and the ordering provider. This will significantly decrease the number of calls from NSO.
- 3) Appoint a single contact person who NSO can call to obtain missing information. Email NSO at [newbornscreening@cheo.on.ca](mailto:newbornscreening@cheo.on.ca) to let us know the best contact person.



Newborn screening began June 1, 1965 in Ontario. Happy **50th** birthday newborn screening!