

Statement of Deficiencies	(X1) Provider/Supplier/CLIA Identification Number 44D0982507	(X3) Date Survey Completed 07/29/2024
Name of Provider or Supplier Family Care Walk-In Clinic Inc	Street Address, City, State 176c W University Pkwy, Jackson, TN	
For information on the provider's plan to correct this deficiency, please contact the provider or the state survey agency.		

(X4) ID Prefix Tag	Summary Statement of Deficiencies
D5401	<p>PROCEDURE MANUAL CFR(s): 493.1251(a)</p> <p>A written procedures manual for all tests, assays, and examinations performed by the laboratory must be available to, and followed by, laboratory personnel. Textbooks may supplement but not replace the laboratory's written procedures for testing or examining specimens.</p> <p>This STANDARD is not met as evidenced by: Based on a review of the laboratory procedure manual, a review of patient Complete Blood Count with White Blood Cell Differential (CBC w/Diff) results, a lack of documentation, and a staff interview, the laboratory failed to follow the policy for repeating and documenting the resolution of CBC w/Diff results that were flagged by the instrument for one of one patient reviewed that had flagged results after policy implementation on 04/29/24. The findings include: 1. A review of the laboratory's procedure titled "Emerald Cell Dyn Data Flag Review" revealed the following statements: "4. If the instrument printout show "s" by any result the CBC should be repeated. If the "s" is still present, notify the provider for direction. The sample may need to be sent out for confirmation or redrawn. 5. Document on instrument printout or patient data log Flag review action. (ex. Specimen repeated, sent out, redrawn, resolved, etc." The policy was approved by the lab director on 04/29/24. 2. A review of the CBC w/Diff instrument printout for patient number four completed on 06/01/24 revealed the White Blood Cell Differential portion of the CBC was flagged with 's.' 3. There was no evidence that action was taken for the flagged White Blood Cell differential results. 4. An interview with the laboratory liaison on 07/29/24 at 1:30 p. m. confirmed the survey findings.</p>