

Frequently Asked Questions (FAQs) – Indexor

What is Indexor and why is it being introduced?

Indexor is a sample tracking system which simplifies the collection of blood samples. It is being introduced to create efficiencies within the system and to reduce occurrences of pre-analytics errors.

It is already being used successfully by hospital trusts across England and Scotland.

Who will be using Indexor and how are they being selected?

Indexor equipment will be allocated according to information shared with us from GP practices and where enough bleeds occur each week. This will ensure an effective use of the system. Direct contact will be made with each of these practices.

Should the threshold not be met, practices should continue to send in samples as they did before.

What are the major benefits of Indexor?

The major benefits of Indexor are:

- Eliminates the need for phlebotomists to bag tubes for transport, saving time and allowing clinicians to be more engaged with a patient
- Reduction in excessive handling of samples, as the sample remains undisturbed once placed in the iRack.
- Automated collection, transportation and temperature data capture, resulting in improved compliance, sample stability and a decrease in the reporting of unnecessarily high potassium results.
- Improved data tracking will reduce the amount of missing and delayed test results which previously led to patients being recalled or missed reporting for GPs
- Streamlines the booking-in process at our laboratories - up to 60 samples can be booked in less than a minute. These efficiencies will bring service improvements for primary and community care service users
- Indexor reduces paper and plastic waste associated with the traditional practise of individually bagging samples

Will this change how I order pathology tests or how I take and label samples?

No, you will still order tests using tQuest. You will still take the sample and apply the tQuest label as you do today.

However, instead of placing the sample in a plastic bag you will scan your sample and place it straight into an iRack. The iRack contains an RFID tag which holds the barcode identification and associated test details but does not hold any patient identification. When the rack is ready for collection, a lid is placed on top of the iRack, which is then placed in the Indexor transport bag.

Does Indexor integrate with any of our practice IT systems or require internet connection?

No, Indexor is a standalone system which requires no wi-fi connection - the only requirement is a power supply. Simply plug the scanner and Mini (docking station) into a wall plug and it is ready for use.

Indexor does not need to integrate with any clinical system or any practice hardware, meaning minimal disruption to the way you work.

Is Indexor only for blood samples?

Yes. Indexor will only be used for the storage and transportation of blood samples. Swabs, urines and stool samples will continue to be stored and collected as usual until further notice.

If the iRacks don't contain patient identifiable date, how do we know which samples belong to which patient?

A flashing light system on the iRack will show a phlebotomist the exact slot in which to place a blood sample tube. When samples arrive at a Synnovis laboratory, the iRack will be loaded into our docking system and checked in. The system will identify the pre-determined location of each sample in the rack and, using the code on the tQuest label, pair it with the correct patient in our laboratory information management system (LIMS).

How much space will I need for Indexor?

The hardware is unintrusive and designed to sit comfortably on a desktop. The iRack sits within a docking station, similar in size to a standard keyboard.

Measurements in inches: Indexor Mini – L 16.5 W 5.5, Scanner – L 4.5 W5.

Before the system is installed, a member of our team will visit your practice or site to conduct a space and risk assessment and discuss processes.

Will sites still have to use Indexor if they don't regularly take a high volume of blood samples?

Using the information shared with us by GP practices, we will be allocating Indexor equipment to sites where enough blood samples are taken per week to lead to the effective use of the system. We will be contacting these practices individually.

Where this threshold isn't met, practices will continue to send blood samples in as they currently do.

Will this be additional work for staff?

The use of the Indexor equipment does not change the test ordering or blood collection processes. The only change will be after the sample is taken when the clinician will scan the tube and place it into the iRack instead of placing it into a plastic bag and sealing it. Scanning the tube and placing it into an iRack takes considerably less time than the current process.

Full instructions and training will be provided to staff using Indexor during onboarding

How can I find out more information?

For further information please contact Primarycareteam@synnovis.co.uk