Newborn bloodspot screening recollection letters
- electronic delivery

**Purpose**
Guidelines for managing newborn bloodspot screening (NBS) recollection letters sent by password protected attachments (PDFs) to all maternity providers in Victoria.

*Recollection (of a repeat sample) is necessary when a test result is unclear or compromised in some way.*

**Aims**
- To improve the turnaround time of repeat samples, which supports early diagnosis and therefore improved outcomes for babies.
- To decrease the number of recollections unable to be obtained, due to families being discharged from hospital care and third party service delivery delays.

**Responsibility**
As per DHHS Newborn Bloodspot Screening Guidelines 2018:
- Each hospital must nominate two newborn bloodspot liaison email addresses and provide details to the NBS lab.
- Each hospital will ensure processes are in place to manage staff leave so the NBS recollection letters can be actioned.

**Process**
Recollection letters will be sent by secure password protected attachments (PDF) to the two nominated NBS liaison email addresses.

The sending email address will be: nbsreports@vcgs.org.au

When you open the attachment you will be asked to enter a password. The password will be sent to the two nominated NBS liaison email addresses 1 week prior to the commencement of the rollout. If passwords are forgotten they can be obtained by contacting the NBS lab.

**Contacting the family**
- Before contacting the family, review the reason for the recollection (see example in appendix 1). Appendix 2 lists the different reasons and includes steps to follow.
- Make arrangements to have the repeat sample collected
- Answer any questions related to the NBS recollection
**Documentation**

It is your legal obligation to document all contact attempts to the family, including dates, times and outcome.

If all reasonable attempts have been made to contact the family, but you are unable to do so, or they have failed to attend prior arranged appointments, please email the NBS lab along with all relevant paperwork at **screeninglab@vcgs.org.au**

**Please note:** Failure to obtain a follow up sample means **NO results** will be released for that baby.

**Recollection Process**

In the family’s presence:

- Identify the unique NBS infant ID located on NBS recollection letter and place it in the box on the green NBS recollection card (as per appendix 3, shown as XXXX). Or alternatively, attach the recollection letter to the card when sending.
  
  If you do not have a green recollection card you may use a white standard NBS card and write “repeat sample” at the top and the unique NBS infant ID against the UR number (as per appendix 3).

- Label the NBS card as per normal, documenting any name changes.
  
  **Please note:** Recollection cards do not need to be signed by parents

- Collect the sample as per **NBS collection guidelines** and return card to the laboratory via courier or mail using addresses below.

- Reassure the family that they will not hear anything if results are normal. They will only be contacted if the repeat sample remains abnormal, at which time a clinical management plan will be arranged.

**Dispatching Sample**

**Courier address:**

- Urgent - Guthrie Cards
- Newborn Bloodspot Screening Laboratory
- Victorian Clinical Genetics Services
- Specimen Reception
- 4th Floor East building
- 50 Flemington Road
- Parkville VIC 3052

**Mailing address:**

- Urgent – Guthrie Cards
- Newborn Bloodspot Screening Laboratory
- PO Box 1100
- Parkville VIC 3052

Victorian Clinical Genetics Services Specimen Reception is open Monday to Friday 8:30am – 5:00pm.

Outside of these hours please go to:

Royal Children’s Hospital Core Laboratory
4th Floor East Building
50 Flemington Road
Parkville VIC 3052

They are located on the same floor just further along corridor and are open 7 days a week.
Appendix 1 – NBS recollection letter

Newborn Screening Laboratory
Recollect Request
Metabolic Recollection

This sample has produced borderline abnormal results for some metabolic analytes. Please note that this could be due to jaundice, maternal effects, prematurity or other factors. While not typical for a newborn screening disorder, these results do require follow-up.

Another sample should be collected using a recollection (green) card, without delay and sent immediately to the laboratory.

If you are unable to contact the parents please email the laboratory at screeninglab@vcgs.org.au.

<table>
<thead>
<tr>
<th>VCGS sample #:</th>
<th>Date Collected:</th>
<th>Date Rec’d:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2345678-AAA</td>
<td>04-Jan-18</td>
<td>05-Jan-18</td>
</tr>
</tbody>
</table>

Patient: CITIZEN
Of Sarah

NBS Infant ID: 2345678
DOB: 01-Jan-2018 Gest: 40 wks
Sex: M
Practitioner: Dr NE DOCTOR
Birth Hosp: XXX Ph: 9999 1111
External UR: 1234567
Father’s Name: Parent Not Named
Mother’s Name: Sarah
Parent’s address: 123 Blue Lane
MELBOURNE VIC 3000
**Abnormal metabolic profile**
This sample has produced borderline abnormal results for some metabolic analytes. Please note that this could be due to jaundice, maternal effects, prematurity or other factors. While not typical for a newborn bloodspot screening disorder, these results do require follow-up.

**Abnormal TSH level**
The TSH result for this sample falls within a borderline region, which may be indicative of Congenital Hypothyroidism, but requires a follow up test to ensure that a related disorder is not present.

**Unsatisfactory samples**
The sample could not be satisfactorily tested because there was insufficient blood for testing, samples were clotted, or our tests show the possibility of contamination of the sample during collection or transport.

**Missing data**
The sample could not be satisfactorily tested because it is missing the date and/or time of birth or date and/or time of sample collection. Results will not be released until the laboratory is notified of the missing information. Please check all dates and times and contact the laboratory with the correct details.

Please review the maternal/baby’s records for missing data. If you find the sample was in fact taken >48 hours, then a recollection is not required. Please contact the NBS lab with the updated information by emailing screeninglab@vcgs.org.au.

However, if the missing information cannot be found, then a recollection will need to be arranged.
Appendix 3 – Guthrie cards

NBS Recollection Guthrie card

NBS Standard Guthrie card
Related Documents

DHHS Newborn Bloodspot Screening Policy and Guidelines 2018
Newborn bloodspot screening e-tool
NBS Collection Guidelines