



Worksheet (form)

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Laboratory internal problem / incident (non-conformance) report

Any staff member can make a report. Use the Laboratory incident form for safety events or near misses.

Laboratory and Section (Dept):				
Report prepared by:				Date:
Staff member(s) involved:				
Degree of severity (circle) :	MAJOR	NEAR MISS	MINOR	UNSURE
Patient management affected:	YES	NO	UNSURE	
Details of incident/problem (highlight if recurrent issue): 				

Type of incident (more than one issue can be selected):

- Patient complaint
- Clinician complaint
- EQA failure
- Mislabeled specimens
- Specimen registration error
- Incorrect result issued
- Damage to equipment
- Incorrect interpretation of results
- Misuse of equipment
- Delayed / non reporting of results
- Failure to action abnormal results
- Communication issue
- Lab Policy breach
- Professional conduct breach
- Confidentiality breach
- H&S incident*
- Failure to adhere to Lab method
- Security breach
- Practice outside competence scope
- Amended results (attach reports)
- Other
- Staff disagreements/ allegations of bullying

** Laboratory Safety Incident report required as well.*

Quality Officer/Manager use:
Non-conformance number assigned:
Event recorded on the relevant Section / Laboratory NCR log sheet <input type="checkbox"/>

Further event description if required:

Reviewed by head of section/lab manager/quality officer: (date and names)

Lab. assessment (circle): MAJOR NEAR MISS MINOR Patient(s) affected? YES NO

NB. If MAJOR and/or Patients affected, then notification of hospital management required ASAP – send copy.

Date notified to hospital management (DMS):

Notified by:

Likely cause(s):

Corrective actions required : *date each action when taken and initial*

Staff meeting: *date tabled and discussed (record relevant staff feedback):*

Management meeting review: *date, review staff input, confirm status of actions and determine whether further actions required; NB all open NCRs are tabled at each management meeting*

Further actions required:

Date non-conformance closed (date, name, signature):

Record closure on the relevant Section / Laboratory problem log sheet

Amendment: 3/9/22: Staff disagreements/ allegations of bullying added as an option