



STEM CELL LABORATORY (STCL)



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Laboratory Test Ordering (LTR63379)

STCL-SOP-058 Laboratory Test Ordering

Definition:

Laboratory tests are performed when authenticated orders are submitted by an authorized healthcare provider. Authenticated orders must include either legible handwritten or electronic signature to include the credentials of the authorized healthcare provider and date and time of order.

Scope:

All cost centers within Duke University Health System (DUHS) Clinical Laboratories.

Purpose:

To ensure that all laboratory tests orders are performed only at the request of an authorized healthcare provider.

Policy:

A test order is required for diagnostic services performed by DUHS Clinical Laboratories. Test orders may be written or electronic in accordance with the Center for Medicare/Medicaid Services (CMS) requirements and Duke Medicine policies and procedures. All authenticated orders must have a legible handwritten or electronic signature to include the credentials of the authorized healthcare provider and date and time of order.

Procedure:

1. Healthcare provider order requirements:

DUHS Clinical Laboratories complies with DUHS policies regarding healthcare provider orders. The DUHS "Provider Orders for Outpatient Clinical Services" policy is located at the Duke Medicine policy Center.

<https://egrc.duhs.duke.edu/default.aspx?requestUrl=..%2fGenericContent%2fRecord.aspx%3fid%3d205896%26moduleId%3d65>

2. Verbal orders:

As a general rule, DUHS Clinical Laboratories does not accept verbal test orders. Verbal orders cannot be the rule but rather the very rare exception when established workflow is not possible. Verbal orders will only be accepted when placing electronic or written orders is not possible (i.e. hospital information system is down) and a delay in testing could compromise patient care. Personnel receiving verbal or phone orders will read back the entire order to

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verify the accuracy of the transcription. Verbal orders will always be followed up with a written or electronic order when this becomes possible.

3. Add on orders:

DUHS Clinical Laboratories will accept add on orders for patients that cannot be electronically ordered through Epic. Add on orders must be documented on the DUHS Clinical Laboratories Add on Verification form. The Add on Verification form will be sent to the ordering physician requesting the following information: patient's first and last name, medical record numbers (MRN), date add on test is requested, specimen collection date, test (s) requested, test ICD- 9 code and physician signature. The physician will send the completed Add on Verification form back to the laboratory. Orders will not be placed and tests will not be performed until a completed Add on Verification form is received. It is the responsibility of the laboratory to send the authenticated add on order to Health Information Management (HIM) to be retained in the patient's medical record. The laboratory will retain a copy of the Add on Verification form for documentation purposes. Add on orders for inpatient must be entered electronically through Epic. Transfusion Services will not accept add on tests when placed on samples already tested in another laboratory.

4. Standing/recurring orders:

DUHS Clinical Laboratories complies with the following DUHS policies regarding healthcare provider repetitive orders. The DUHS "Provider Orders for Outpatient Clinical Services" policy is located at the Duke Medicine policy Center.

<https://egrc.duhs.duke.edu/default.aspx?requestUrl=..%2fGenericContent%2fRecord.aspx%3fid%3d205896%26moduleId%3d65>

5. Unclear/incomplete orders:

DUHS Clinical Laboratories is responsible for follow up on all unclear or incomplete test orders. An example of an incomplete test order would be missing specimen source information. In these cases, the laboratory will contact the ordering health care provider to obtain the needed information and complete the top portion of the Confirmation of Specimen Identification form.

The laboratory will retain the Confirmation of Specimen Identification form for documentation purposes.

6. Redraw orders:

DUHS Clinical Laboratories allows laboratory technologists to submit orders for the redraw of unacceptable specimens (i.e. clotted, QNS). Exceptions to this would include pediatric patients and tests that have already been reordered by the ordering physician.

7. Test order cancellation:

DUHS Clinical Laboratories must contact the ordering healthcare provider when a test order is cancelled and provide the reason for the test cancellation. This notification can be through a call or in basket notification. The method of communication is at the discretion of the individual laboratory director. Each laboratory will have a policy regarding method of communication. The laboratory will cancel the test in the Laboratory Information System. If a charge was generated, the laboratory will credit the test. DUHS Clinical Laboratories prohibits the charging of ordered tests that were not performed or completed. All tests not collected two hours post discharge or encounter closure will be automatically cancelled by Epic.

8. Misdirected specimens (orders):

Tests for specimens sent to the wrong performing laboratory should be performed by the receiving laboratory if possible and not forwarded to the correct laboratory. When specimens arrive in the incorrect laboratory and the laboratory does not perform the test, the receiving laboratory should consult the Electronic Laboratory Manual (ELM) to determine where the specimen needs to be sent. A DUHS Clinical Laboratories Misdirected Specimen form should be completed and attached to the specimen. A phone call should also be made to the originating laboratory to let them know the specimen had been misrouted. If the specimen transport system does not provide timely return of the specimen, Client Services can be reached at 6138400 for correct handling and storage information.

Cross Reference:

See DUHS, DUH, DRH, DRAH Policies and Procedures Manual

Standards:

42 CFR 493.1241

CAP Standards: GEN. 40930, 40932, 40935. 40938

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All dates and times are in Eastern Time.

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