



IDENT	LAB200.025
Type of Document	Policy
Applicability Type	Department-Level
Title of Owner	Network Dir Ops Lab&Path Svcs
Title of Approving Official	Medical Director of Clinical Laboratories
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TITLE: Test Ordering

SUBJECT: Test Ordering

PURPOSE: The Department of Pathology and Laboratory Medicine will assure that testing is performed only at the written, electronic or telephone request of an authorized individual.

POLICY STATEMENT: The Clinical Laboratory Improvement Amendment (CLIA) regulations permit written, electronic or telephone requests generated by an authorized person (See definition). This information ensures the correct testing is performed, results go to appropriate physicians(s) and that we are able to bill correctly for the services provided. The laboratory will maintain documentation of all orders in accordance with all applicable regulatory requirements.

PROCEDURE:

1. **ROUTINE AND STAT TESTING:**
 - A. Inpatient- PRISM Orders- All orders will be placed in PRISM and will be signed by an “authorized “individual.
 - B. Outpatient orders: UVMMC providers and PRISM Regional providers will place orders in PRISM. All other providers will either use their EHR system when it is interfaced with Atlas/Sunquest or use a UVMMC paper requisition. Paper requisitions should be signed by the ordering provider. Use of prescription pads for orders is strongly discouraged.
For requirements on outpatients, see Valid Laboratory Orders for Outpatients-LAB200.04
2. **TELEPHONE ORDERS.** Telephone orders are acceptable however, CLIA requires that laboratories request written confirmation of telephone orders within 30 days of the order.
 - A. Sample to be collected:
 1. Non-UVMMC providers (excludes providers using Regional PRISM)
 - a. Telephone requests- The person receiving the telephone order must complete a “Telephone/Faxed Laboratory Order Form” (see Appendix A). The form is faxed to the person ordering the test and requests written confirmation. The form should be signed by the ordering provider or designated staff member and returned to the laboratory.
 - b. Faxed requests- Orders should be faxed to Laboratory Customer Service at 802-847-5905.
Note: Test orders requiring scheduling will be handled by Laboratory Customer Service staff.
 - B. Sample already collected:
See “Outpatient Requests for Additional Testing” Lab policy 200.038.
3. **REFLEX TESTING.** (See Definition) Reflex testing is directly linked to the original order and DOES NOT require additional authorization. Physicians are given the option of declining reflex testing. The decision to decline can be communicated to the laboratory in the Prism electronic ordering system, on the paper requisition or by contacting Laboratory Customer Service. Reflex testing information may be found in the Lab Services Directory and on the back of the requisition.

4. **UNCLEAR OR AMBIGUOUS ORDERS.** Any order received within the Laboratory whether written, electronic, or by telephone that is unclear or ambiguous will be immediately clarified. This is the responsibility of the staff member who first detects the issue (phlebotomy, receiving, or test area) before performing the test. Testing will not be delayed if specimen integrity or patient care will be compromised. Ambiguous orders must be clarified prior to billing. In these cases the requesting service or provider will be contacted for clarification. Additional information/clarification will be documented.
5. **REQUESTS BY PATHOLOGISTS.** Tests added by pathologists come under the umbrella of "authorized person".

MONITORING PLAN:

Test orders are monitored by the Laboratory Compliance staff on a scheduled basis.

DEFINITIONS:

Authorized Person: The one who is treating the patient for a specific medical problem and who uses the results to manage the patient's medical problem. Authorized persons may include non-physician practitioners, as long as they are operating within their authority under state law.

Reflex Testing: Reflex testing occurs when initial test results are positive or outside normal parameters and indicate that a second test is medically appropriate.

RELATED POLICIES: Laboratory Reflex Testing- LABCOMPL100.010
Outpatient Requests for Additional Testing- LAB200.038
Tests Added by Phone – LIS Manual Customer Service CSR01
Valid Laboratory Orders for Outpatients-LAB200.044
Standing Orders- Customer Service Procedure Manual
One Time Orders- Customer Service Procedure Manual

REFERENCES:

Clinical Laboratory Improvement Act of 1988 (CLIA 88), Standards
Office of the Inspector General Compliance Program Guidelines, August, 1998.
College of American Pathologists Commission on Laboratory Accreditation, General Checklist, 2015 edition.

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