

IDENT	LABCOMPL100.006
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
Date Effective	9/3/2002
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**TITLE:** Written Authorization of Telephone Orders

**PURPOSE:** The purpose of this policy is to describe the process used by the clinical laboratory for obtaining or verifying written authorization of test orders added by telephone.

**POLICY STATEMENT:** The Clinical Laboratory Improvement Amendment of 1988 (CLIA '88) regulations permit telephone test requests, but require that the laboratory request follow-up written authorization within 30 days. The regulation requires that the laboratory make a good faith effort to obtain the written authorization. CLIA also accepts an internal audit of patient records to verify written authorization of telephone test requests.

**PROCEDURE:** Verification of written authorization for telephone orders (Outpatients):

1. A computer-generated report of tests added by telephone is printed weekly.
2. On a bi-weekly basis, a list of tests ordered by telephone, along with the appropriate patient information, is sent to the ordering provider's office along with a letter explaining the need for written authorization of telephone test requests (see Appendix 1).
3. The physician or designee is asked to verify the written order is correct and initial the report.
4. The report is then returned to the laboratory by either mail or fax. The signed copy is matched to the original copy and filed with laboratory records.

**MONITORING PLAN:** See Clinical Laboratory Services Auditing Practices Policy

**DEFINITIONS:** N/A

**RELATED POLICIES:**

1. Clinical Laboratory Services Auditing Practices
2. Test Ordering

**APPENDICES:**

1. Letter to Provider

**REFERENCES:** Clinical Laboratory Improvement Amendments of 1988 (CLIA '88)  
St Anthony's Laboratory Compliance Methods Manual, 1998

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**OWNER:** Tania Horton, Network Dir Ops Lab&Path Svcs

**APPROVING OFFICIAL:** Mark Fung, MD, Medical Director of Clinical Laboratories

**Appendix 1**

May 4, 2011

Dear Provider:

The Clinical Laboratory Improvement Amendment of 1988 (CLIA) regulations permit written, electronic or telephone requests from physicians, but require follow-up written authorization.

So that we may comply with this regulation, please take some time to review the telephone orders from your office on the enclosed list and confirm that they are accurate. All orders should be documented in the patient's charts. Please initial beside the test and return to me by mail or by FAX. If any of the tests were not ordered or if ordered tests are not listed, please comment.

Telephone order confirmation lists will be sent on a bi-weekly basis. Thank you.

Sincerely,

Kathy Nadeau  
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**NOTE:**

**In an effort to save paper, please do not fax back this cover letter.**