
ORDERING INFORMATION

It is important that all specimens and request slips be properly labeled with complete information to ensure patient safety and accurate, timely reporting of results. This includes: complete patient name, date of birth or Medical Record Number, and date and time of collection. The ID of the collecting personnel should be available on the paperwork.

Quality laboratory test results are dependent on the integrity of the sample submitted. Appropriate specimen collection, transport/storage temperatures, and suitable “processing” procedures will lend itself to the optimum specimen. Specimen requirements can be found in this handbook. The electronic version of the catalog is synchronized to reflect the most current updates. It is imperative that questions regarding the type of specimen, transport and processing criteria be directed to the laboratory Customer Service Department for clarification. Clarification will eliminate the need for specimen recollection and ultimately a delay in resulting.

TEST ORDERS

Catholic Medical Center requires a valid order be available at the time of collection. A valid order must contain the full name of the ordering provider to appropriately direct final result reporting, as well as the patient demographics with two unique patient identifiers.

The following providers are eligible to order lab work in the state of NH: MD, DO, and “non-physician practitioners who furnish services that would be physician services if furnished by a physician and who work within the scope of their authority under NH State law and within the scope of the Medicare statutory benefit.” Such non-physician practitioners include: clinical nurse specialists, clinical psychologists, clinical social workers, nurse midwives, nurse practitioners, and physician assistants.

All out patient orders must be supported by medical necessity. For proper insurance billing a valid ICD.9 code must accompany each order. This will aide in avoiding the patient receiving a bill for covered services.

Acceptable Orders can be submitted electronically through Electronic Medical Records (EMR), by written order, or by faxing the order to our Customer Service department.

AMBIGUOUS ORDERS

Ambiguous orders are test requests that require additional clarification. The test name provided on an order may have multiple test selections associated it. The selection of a test may determine what method is used to perform the test, what additional tests will be performed, and how the tests will be coded and billed.

Examples of test requests that frequently require clarification include:

- PSA diagnostic or screen
- CBC with diff or without differential
- FOB Fecal Occult Blood for neoplasm or non neoplasm screening

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- CRP High sensitivity or Inflammatory

Testing sent to reference laboratories could have multiple offerings of same test, with variation in the methodology and reporting criteria. The Laboratory staff will make every effort to clarify ambiguous requests to ensure appropriate testing is performed. For inpatient ordering, the staff transcribing the order will be responsible for clarification with the ordering provider.

STANDING ORDERS

For convenience, a reoccurring order with stated frequency, known as a standing order, may be submitted to the CMC Laboratory. To qualify for “standing order” status, the order must be submitted with the following information:

- Full name and date of birth of the patient
- Signature of the provider
- Name of the test
- ICD9 code to support the medical necessity
- Specific frequency of the testing (PRN is not valid for frequency)
- Start date and end date

The standing order will be valid for up to one (1) year. The CMC Laboratory will make every attempt to remind the patient when the order is scheduled to expire. The standing order will apply to tests that fall within the frequency parameters of the original order, i.e. “Protime monthly” allows for only 1 PT in the month. Additional rechecks in the same time period require an additional order.

TELEPHONE ORDERS:

Telephone requests must be followed by an official order.

Inpatient:

Orders are documented in the patient medical record and added through the electronic ordering system

Outpatient :

Phone requests for testing require a timely follow-up hard copy of the request. Requests are recorded on the telephone order form in Customer Service and a hard copy follow-up must be received within the next business day. The telephone order form is sent to the provider, to be completed and faxed back to Customer Service at 625-4511.

ADD ON ORDERS

Requests to add testing to a previously collected sample will be accommodated when ever possible. The quantity of the available sample and the specimen integrity will determine the ability to add testing to a previous collection. Requests for additional testing will be accepted by calling Customer Service at 663-8031. If a viable sample is available and the faxed order has been received, the laboratory will make every effort to accommodate the

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request the same day. If the request can not be fulfilled an arrangement can be made for the patient to be redrawn.

CANCELLATION OF TESTS

It is the intent of the laboratory to perform all tests that are requested by an authorized provider. However, there may be times when it would be appropriate to suspend the testing. Inadequate specimen volume, erroneous specimen type, improper storage and erroneous ordering may lead to test cancellation. Documentation of the process is essential for future inquires, billing follow-up, quality assurance and patient care.

- Tests may be cancelled at any time prior to the collection of the specimen.
- Cancellation requests received prior to test set-up will be honored at no charge.
- Requests for cancellation after testing has resulted will be at the discretion of the Laboratory Managers/Director.