PATHOLOGY & LABORATORY MEDICINE SERVICE

Verbal Laboratory Test Request Policy version 2
General Procedure # GEN00009

Effective Date: **April 09, 2007**

Procedure:

1. The laboratory will process laboratory tests only at the request of authorized VAMHCS personnel.
2. To add test requests to specimens already delivered to the laboratory, the provider must enter a new order and verbally notify the laboratory by phone or in person.
3. If there is enough specimen of the proper type, the request will be honored by the laboratory.
4. Personnel receiving verbal orders must read back the entire order to verify accuracy of transcription. This includes patient information, test to be added and provider information.
5. The _original specimen collection time_ must be entered in the computer system when processing the new order number.
6. No faxed orders will be accepted.
7. Any orders that the tech feels are misleading or is unsure about should be referred to the clinical pathologist on call for clarification. If the pathologist is not immediately available refer the matter to the section supervisor or designee.
8. Blood Bank requests may not be honored verbally unless all three computer systems are down (VistA, VBECS and CPRS). All requests must be entered in CPRS under Blood Bank's computer system, VBECS.
9. If the computer system is down follow instructions in the _Contingency Plan, SOP NO. 113/PL-010._

References:

1. CAP General Checklist, Northfield IL, 2016
2. Automated Data Processing (ADP) Contingency Plan, Pathology and Laboratory Medicine Service SOP NO. 113/PL-010. August, 2017.

VERBAL LABORATORY TEST REQUEST POLICY

DATE ADOPTED	Author of Procedure/Policy	Chief of Service
04/09/2007	Paul D. Gruver, MT	Signature: _____ Dong H. Lee M.D.

Policy/Procedure(s) Retired:		Date retired:

Review Date	Version Number	Signature of reviewer
7/22/15	1.0	Joanne Wade
10/10/17		Joanne Wade

REVISION HISTORY

Date revised	Revision #	Changes made	Signature
10/10/17	2	Removed "Add-on Form". Added instructions for electronic processing.	Wade

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