VERIFYING THE IDENTITY OF A KP PROVIDER CALLING FOR LABORATORY RESULT(S) FROM THE OUTSIDE

Purpose   To describe the procedure of verifying the identity of a KP provider calling for laboratory result(s) from the outside.

Workplace Safety

- For equipment safety, proper body mechanics, sharp exposure, other safety practices, see LAMC-PPP-0123- Safety Practices.

Policy   If a provider is calling for a laboratory result(s) and the provider is calling from the outside, the identity of the provider must be verified before releasing any laboratory result(s) to the requesting provider.

A KP provider calling from the outside is identified on the display screen of a KP phone system with an "UNKNOWN" or "the full telephone number with area code" display.

Verification is performed by asking the provider's KRMS resource code and then verifying the resource code in KRMS.

Procedure   The table below details the procedure of verifying the identity of a KP provider calling for lab result(s) from the outside.

Step	Action
1	Sign on to KRMS.
2	Type MM (Master Screen) on CMD field. Press ENTER.
3	Type PF (Page Forward) on CMD field. Press ENTER.
4	Type PH (Physician Name/Code Inquiry) on CMD field. Press ENTER.
5	On the Physician Code field, type "?" and the first three letters of the provider's last name. Press ENTER.
6	Choose the name of the provider from the list of providers as shown on the display screen and then look for the provider's resource code. NOTE: The provider's resource code can be found on the last column of the providers display screen.

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Kaiser Permanente
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California Division – South

SCPMG Laboratory System
Process Control
Procedure

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7	To verify, match the resource code verbally stated versus the provider's resource code on KRMS. NOTE: Do NOT release patient's lab result(s) if resource code given does not match or unable to verify.
8	Once provider's resource code is verified, release the patient's lab result(s).

Controlled Documents: The following table lists the controlled document(s).

Document Number	Document Name
LAMC-PPP-0235	Accessioning – KRMS Sign-On/RACF (Resource Access Control Facility)
LAMC-PPP-0123	Safety Practices

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