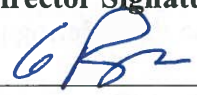
	CP 26 Provider Not In System Reconciliation	Department:	Central Processing Lab
		Effective Date:	6/20/17
		Revised Date:	3/26/2019
		Contact:	Central Processing Lab Section Manager
CLIA Medical Director Signature: 		Approved Date:	4/10/19

1. General Procedure Statement:

a. Purpose: To provide laboratory personnel with guidelines for using “Provider Not In System” as the ordering/authorizing provider, completing the request for the provider to be entered into the system, and the newly added provider being connected to the ordered laboratory samples.

b. Responsible Department/Scope:

- i. Procedure owner/Implementer: Central Processing
- ii. Procedure prepared by: Jennifer Hausman
- iii. Who performs procedure: Central Processing Team Members

2. Procedure:

a. When to use “Provider Not In System” as the Ordering/Authorizing Provider

- i. When a paper requisition is received with samples and the ordering/authorizing provider is not clearly indicated on the order
- ii. When a paper requisition is received with samples and the ordering/authorizing provider listed on the order is not a selection in the LIS (Laboratory Information System)

b. Follow-up with “Provider Not In System” is used as the Ordering/Authorizing Provider

- i. If samples are received after regular clinic hours, indicate on the paper requisition that “Provider was not in System” and place in the folder on the Client Services / Call Center door

- i. During Client Services hours of operation, investigate all orders with “Provider Not In System” selected

1. Determine why “Provider Not In System” was selected

- a. If provider is not clearly indicated on the order

- i. Investigate to determine who the ordering provider was

1. If provider is not in the LIS, proceed to “Submit Request for Provider Created”

2. If provider is in the LIS, proceed to “Submit Ticket to the LIS Team”

- b. If provider is clearly stated but not a selection in the LIS

- i. Proceed to “Submit Request for Provider Created”

b. Submit Request for Provider Created

- i. Place a Service Now ticket for the creation of a new provider in Epic

1. Tickets can be placed via

- a. The “Service Now” button in the Epic Registration function

- b. [Service Now Ticket to Add or Update Providers in WakeOne](#)

- ii. Complete all fields indicated with at red asterisk (*)

1. Request Type: Add New External Provider

2. Title: MD, DO, NP, FNP, PA-C, etc.

3. Specialty

4. Department

5. Address: Provider’s address including street, city, state, and zip code

6. Clinic Contact Number: full clinic or provider’s phone number

7. Fax Number: full clinic or provider’s fax number

- iii. Complete additional fields, as applicable

1. NPI# (10 digits): 10 digit National Provider Identifier number

2. Notes/Comments

- iv. Click “Order Now” in the top right corner of the screen (must scroll to the top)

1. An automatic email will be sent to your inbox for the ticket

- v. Forward the email with the ticket information to the lab customer service distribution list at lab_custserv_dl@wakehealth.edu
 1. Include the patient's name, MRN, and specimen numbers, as applicable, in the email
- vi. Print a copy of the sent email containing the patient and specimen information and hang it on the white board
 1. Upon completion of the creation of the provider, discard the print out

c. Submit Ticket to the LIS Team

- i. Login to ServiceNow and create a new ticket
 1. <https://wakehealth.service-now.com/>
- ii. Complete the required fields
- iii. In the "Please describe your issue below" box include the following
 1. Request to Update Provider on Laboratory Orders
 2. Lab Specimen ID numbers for all specimens associated with order
 3. Newly added Provider's name and Provider Number (if provided by HIM)
- iv. When an automated ITS Service Request email is received, forward to the Central Processing Manager

4. Review/Revision/Implementation

- a. All procedures must be reviewed at least every 2 years.
- b. All new procedures and procedures that have major revisions must be signed by the CLIA Laboratory Medical Director.
- c. All reviewed procedures and procedures with minor revisions can be signed by the designated section medical director.

5. Related Procedures

- a. [CP 27 Registration and Order Entry into the Laboratory Information Systems](#)

6. References

7. Attachments

8. Revised/Reviewed Dates and Signatures

Review Date	Revision Description	Signature
6/8/2017	Original Document Written	Jennifer A. Hausman, MLS(ASCP)SBB ^{CM}
3/26/2019	Update procedural steps for "Submit Request for Provider Created". Added related procedure CP 27 Registration and Order Entry into the LIS	Jennifer A. Hausman, MLS(ASCP)SBB ^{CM}