Atrium Health Wake Forest Baptist	**DOCUMENT TYPE:** Procedure	**ORIGIN DATE IN TITLE 21** 06/20/2017
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APPLICABLE LABORATORY(S):
☒ North Carolina Baptist Hospital (NCBH)
☐ Lexington Medical Center (LMC)
☐ Davie Medical Center (DMC)
☐ Wilkes Medical Center (WMC)
☐ High Point Medical Center (HPMC)
☐ Westchester
☐ Clemmons

PURPOSE

This purpose of this procedure is 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 tests.

SCOPE

This procedure applies to Central Processing and Client Services teammates.

DEFINITIONS

A. Procedure: A process or method for accomplishing a specific task or objective.
B. WFBH Lab System: Wake Forest Baptist Lab System is a health system that includes Wake Forest Baptist Medical Center and all affiliated organizations including Wake Forest University Health Sciences (WFUHS), North Carolina Baptist Hospital (NCBH), Lexington Medical Center (LMC), Davie Medical Center (DMC), Wilkes Medical Center (WMC), High Point Medical Center (HPMC), Lab at Westchester and Lab at Clemmons.

SUPPLIES/MATERIALS

N/A

PROCEDURE GUIDELINES

A. Procedure

    1. 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

2. Follow up when "Provider Not In System" is used as the Ordering/Authorizing Provider:

  i. **Client Services:** Orders placed with "Provider Not in System" will populate on the WF Requisition Provider Not in System follow-up worklist.

   a. If provider is not clearly indicated on the order, investigate to determine who the ordering provider was. If provider is not in the LIS, proceed to Submit Request to Add Provider.

   b. If the provider is in the LIS, proceed to Update Provider in Requisition.

3. Submit Request to Add Provider – Client Services:

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

  ii. Hit F1 on the keyboard to open the Learning Home Dashboard. Select the **ServiceNow Provider Not in System** link (bottom of the Support Services column).

  iii. Complete all fields indicated with a red asterisk (*):
   a. Requestor's name and phone number. Alternate contact name and phone number.
   b. Provider's Name and Title
   c. Provider's Phone
   d. Provider's Fax
   e. Practice Name
   f. Street, City, State, Zip
   g. NPI #
   h. Specialty

  iv. Click "Order Now" in the top right of the screen.

  v. In the Event Details field in the follow-up worklist for that requisition, enter the Service Center ticket number.

4. Update Provider in Requisition

  i. Double click on the requisition from the follow-up worklist.

  ii. Click on the Provider field and enter the provider's name.

  iii. Click Accept. The requisition will automatically fall off the follow-up worklist once the correction is made.

LITERATURE REFERENCES

None

RELATED PROCEDURES/POLICIES IN NAVEX

None

ATTACHMENTS/LINKED DOCUMENTS IN TITLE 21

None

REVISION DATES: REVIEW CHANGE SUMMARY AS REPRESENTED IN TITLE 21.