



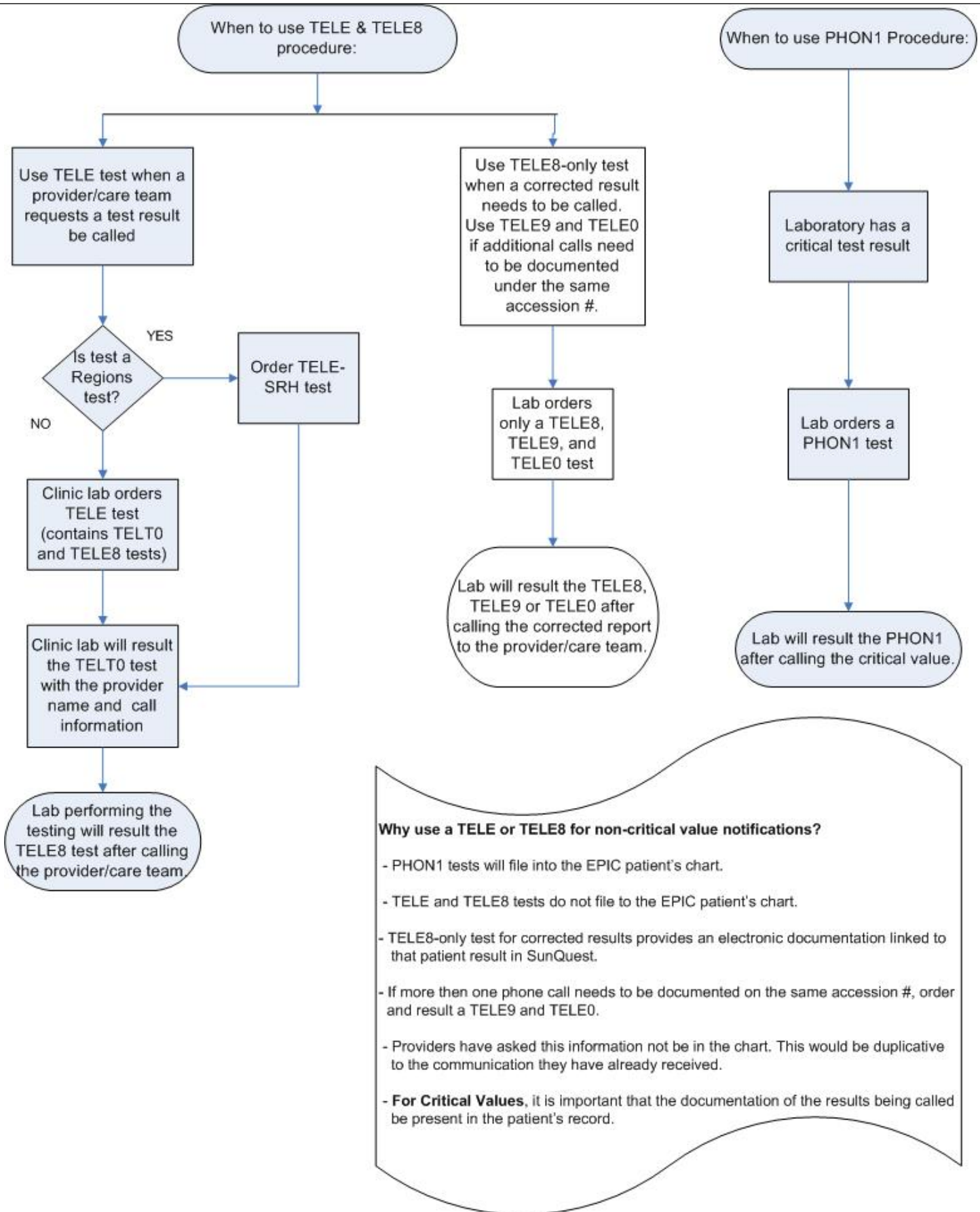
HealthPartners/GHI

Subject <p style="text-align: center;">TELE & TELE8 Test Procedure (Ordering and Resulting)</p>	Attachments <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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Tele & TELE8 Test Procedure	
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PURPOSE This procedure provides direction for ordering and resulting the two communication documentation tasks:

1. Phone request for laboratory test using the TELE battery test, and
2. Documentation for communicating corrected reports using TELE8 only tests.



PROCEDURE(S)

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- The TELE Test should be used when a Provider/Care Team requests test results be called to them for testing performed at Central Lab or Regions Lab
 - The TELE8 Only Tests should be used to document calling a corrected report to the Provider/Care Team.
 - The TELE9 and TELE0 Only tests should be used in those rare instances where more than one documentation of calling results on the same accession number is needed.
 - The Lab that does the testing is responsible for completing the TELE8 test.
 - TELE tests do not show in the patient's EPIC record but is available electronically in the laboratory information system.
 - The PHON1 test is used to document calling critical results and will display in the patient's EPIC record.
 - HealthPartners Central Laboratory phone requests are printed using worksheet PHON by Same Day Testing Staff at Central Laboratory and distributed to the different departments for response.

Phone Request (TELE Order)

TELE Test Order

1. TELE is used to
 - Request that a result is called to a Provider/Care Team for testing performed at Central Lab or Regions Lab (generally ordered when ordering the test)
2. TELE is a battery that consists of two adjoining tests: TELT0, and TELE8
 - TELT0 should be answered with the complete name and title of who the results are to be called to and the phone number. Use periods to separate the phone number.
Example: ;Call INR to Michael Smith, MD at 651.555.5555.
 - TELE8 is the laboratory response of who was called and when.
Example: ;INR called to Michael Smith, MD COUCC at 1432 on 02.14.2013.
Results read back and verified.
3. TELE is ordered under the same accession number in Order Entry.
4. For tests sent to Regions, SRH must be put in the modifier field for TELE tests. Do not put a semi-colon in front of the SRH code in the modifier field.
5. For Microbiology Culture tests, the TELE order is assigned to a different access number (note this access number to enter into TELT0 reference)

TELT0 Result

1. TELT0 will automatically prompt for a result whenever ordering the TELE. Free text the following information:

- Name of test
- First Name
- Last Name
- Title (MD, RN, CMA)
- Phone Number separated by periods
- Example: ;**Call INR to John Smith, MD at 651.555. 5555.**

2. For Microbiology Culture Orders, TELT0 will need to include access number of culture as well as the routine information listed above.

- Example:
;**Call MISC (H2222) to John Smith, MD at 651.555.5555.**

TELE8 Result

1. Regions Laboratory Staff, or HealthPartners Central Laboratory Staff will result the TELE8 after they have made the call.
2. Result TELE8 using Function MEM and Worksheet PHON when resulting the rest of the TELE request.

a. TELE8 documentation should include the following information:

- Use the semicolon and upper/lower case when entering the free text comment. Use the following format for consistency:
 - Test name
 - First Name
 - Last Name
 - Title (RN, MD, CNA)
 - Location of where the person who received results works
 - clinic abbreviation
 - clinic practice area abbreviation if appropriate
 - Time followed by date as MM.DD.YYYY, separated by periods for clarity
 - Results read back and verified
- Include first name, last name, and title (RN, LPN, MD) of the person who received the corrected result information.
- Include the date and time the information was given. Use 24-hour time (military).
- Indicate the information has been read back.

Example: ;**INR called to John Smith, MD, RIFP at 1500 on 12.02.2009. Results read back and verified.**

3. Microbiology Staff will need to add Access Number to Test Code.

Example: ;**Called MISC (H2222) to John Smith, MD, RIFP at 1500 on 12.02.2009. Results read back and verified.**

4. For outside providers that have requested a TELE that is resulted after office hours (i.e., you receive an answering machine and it is after 5pm), print an IRA with a note stating the results needs to be faxed the next business day morning.

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- Result the TELE as follows:
;Unable to call because office is closed for the day. Left IRA to be faxed on <enter next business day date> in the a.m.
 - When the results are called to the provider's office the next business day, order a TELE9 under the same accession number and result as indicated above.

Corrected Report Documentation (TELE8 Only Order)

TELE8 Only Order

1. Document calling a corrected report to the Provider/Care Team by ordering and resulting TELE8 test only.
 - In the event you are unable to get a hold of a Provider at another facility (Regions Hospital, Westfield, Hudson Hospital), call the laboratory at that location and give the corrected report to a supervisor.
2. Order a TELE8 in Sunquest Gateway Order Entry under the same accession number as the test with the critical results.
 - Result at Result Entry in Box. You will be prompted for this after you have accepted the test. Enter (free text) test names, complete provider/nurse name and department, and specific date and time and read back documentation.
 - TELE8 documentation should include the following information:
 - Use the semicolon and upper/lower case when entering the free text comment. Use the following format for consistency:
 - Test name
 - First Name
 - Last Name
 - Title (RN, MD, CNA)
 - Location of where the person who received results works
 - clinic abbreviation
 - clinic practice area abbreviation if appropriate
 - Time followed by date as MM.DD.YYYY, separated by periods for clarity
 - Results read back and verified
 - Include first name, last name, and title (RN, LPN, MD) of the person who received the corrected result information.
 - Include the date and time the information was given. Use 24-hour time (military).
 - Indicate the information has been read back.

Example: ;INR called to Mary Doe, RN HSC, at 1530 on 01.13.2013. Results read back and verified.

3. For Microbiology Culture tests, the TELE8 order is assigned to a different access number (note the culture access number for future TELE8 reference) when ordered in Order Entry.

Example: ;Stool Culture M12345 phoned to Jane Doe, RN RI at 1630 on 12.02.2009. Results read back and verified.

4. In the event you need to document more than one call for a corrected report, order a TELE9 under the same accession number as the TELE8.

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- Order a TELE0 (zero) if you need a third documentation test for a corrected result.
 - Microbiology can order additional TELE9 and TELE0 tests using the same accession number as the TELE8.
 - See the Laboratory Error Detection & Documentation policy for the type of circumstances that may occur that will require a TELE9 or TELE0 test.
5. For outside providers that have requested a TELE that is resulted after office hours (i.e., you receive an answering machine and it is after 5pm), print an IRA with a note stating the results needs to be faxed the next business day morning.
- Result the TELE as follows:
 - ;Unable to call because office is closed for the day. Left IRA to be faxed on <enter next business day date> in the a.m.
 - When the results are called to the provider's office the next business day, order a TELE9 under the same accession and result as indicated above.

Author(s)/Reviewer(s)

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DEFINITIONS

TELE: is a battery that consists of two adjoining tests: TELT0, and TELE8

TELT0: denotes who to call the result and phone number:

TELE8: is the laboratory response the person was called and when.

TELE9: is a second laboratory response the person was called and when.

TELE0: is a third laboratory response the person was called and when.

COMPLIANCE

Failure to comply with this policy or the procedures may result in disciplinary action, up to and including termination.

ATTACHMENTS

None

OTHER RESOURCES

Order Entry Procedure

Corrections to Laboratory Reports Procedure

VIII. APPROVAL(S)

Manager, Clinic Laboratory Operations &
Business

Manager, Central Laboratory

IX. ENDORSEMENT Laboratory Information Services