



HealthPartners/GHI

Outside Provider Process		Attachments <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Key words OSO, HMO Provider Form, QSE 6	Number GHP-PC-LAB-AD-OSO Process v. 04/2011	
Category Provision of Care	Effective Date April 2011	
Manual Central Laboratory Policy and Quality Assessment Manual HPMG Clinic Laboratory Quality Manual	Last Review Date April 2014	
Issued By Laboratory Administration	Next Review Date April 2015	
Applicable Laboratory Administration, Laboratory Staff	Origination Date May 2010	
	Retired Date	
Review Responsibility Laboratory Administration	Contact: Laboratory Administration	

I.

PURPOSE: To provide an overview on how to serve patients who present to HealthPartners laboratories with orders from laboratory testing from non-HPMG Providers.

II.

POLICY: HealthPartners clinic laboratories will provide blood collection and testing services for any patient that presents to the laboratory with an order from a non-HPMG provider as long as the order is from an authorized, billable provider and all required information is provided.

III.

DEFINITIONS:

- Outside Provider/Non-HPMG Provider – any provider that is not employed by the HealthPartners organizations within the family of care network.

IV.

COMPLIANCE:

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

V.

ATTACHMENTS:

None

VI.

OTHER RESOURCES:

Outside Provider Orders Policy

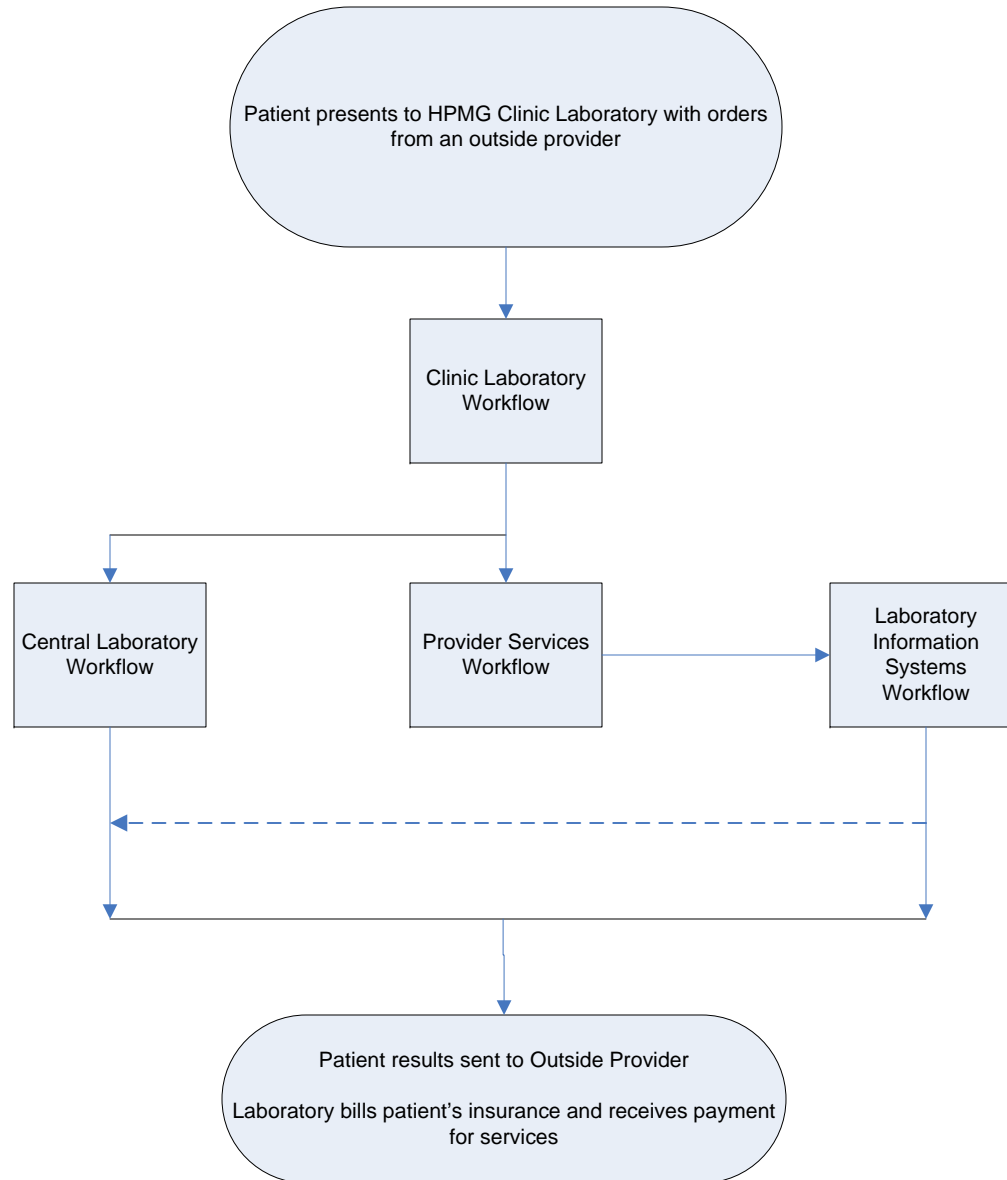
Outside Provider Orders Procedure

VIII.
APPROVAL(S)

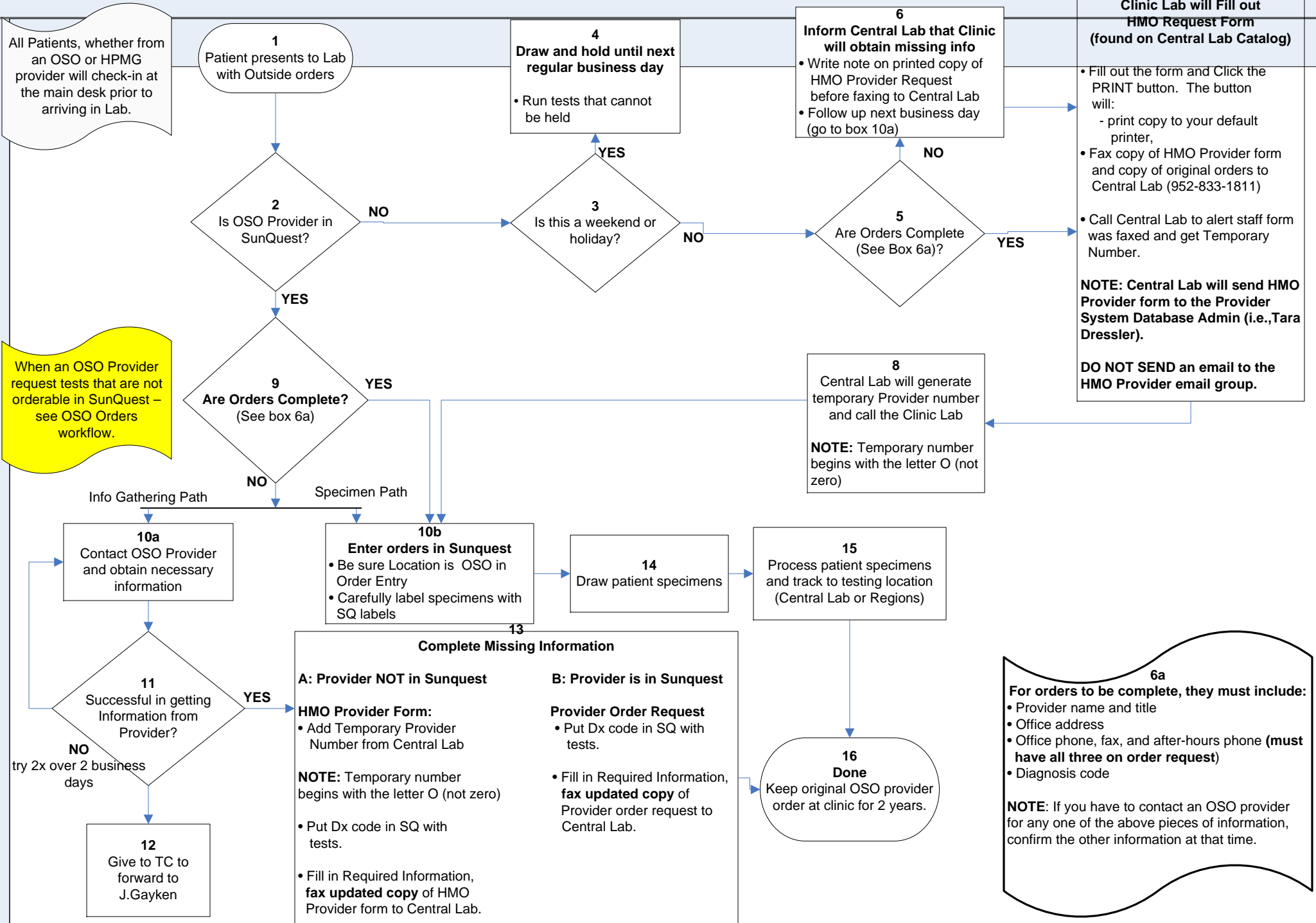
Director, Laboratory Services

IX.
ENDORSEMENT Laboratory Administration

Outside Orders Process Overview



Outside Orders Process: Clinic Lab



When an OSO Provider request tests that are not orderable in SunQuest – see OSO Orders workflow.

7
Clinic Lab will Fill out HMO Request Form (found on Central Lab Catalog)

- Fill out the form and Click the PRINT button. The button will:
 - print copy to your default printer,
- Fax copy of HMO Provider form and copy of original orders to Central Lab (952-833-1811)
- Call Central Lab to alert staff form was faxed and get Temporary Number.

NOTE: Central Lab will send HMO Provider form to the Provider System Database Admin (i.e., Tara Dressler).

DO NOT SEND an email to the HMO Provider email group.

6
Inform Central Lab that Clinic will obtain missing info

- Write note on printed copy of HMO Provider Request before faxing to Central Lab
- Follow up next business day (go to box 10a)

13
Complete Missing Information

A: Provider NOT in Sunquest

HMO Provider Form:

- Add Temporary Provider Number from Central Lab

NOTE: Temporary number begins with the letter O (not zero)

- Put Dx code in SQ with tests.
- Fill in Required Information, **fax updated copy** of HMO Provider form to Central Lab.

B: Provider is in Sunquest

Provider Order Request

- Put Dx code in SQ with tests.
- Fill in Required Information, **fax updated copy** of Provider order request to Central Lab.

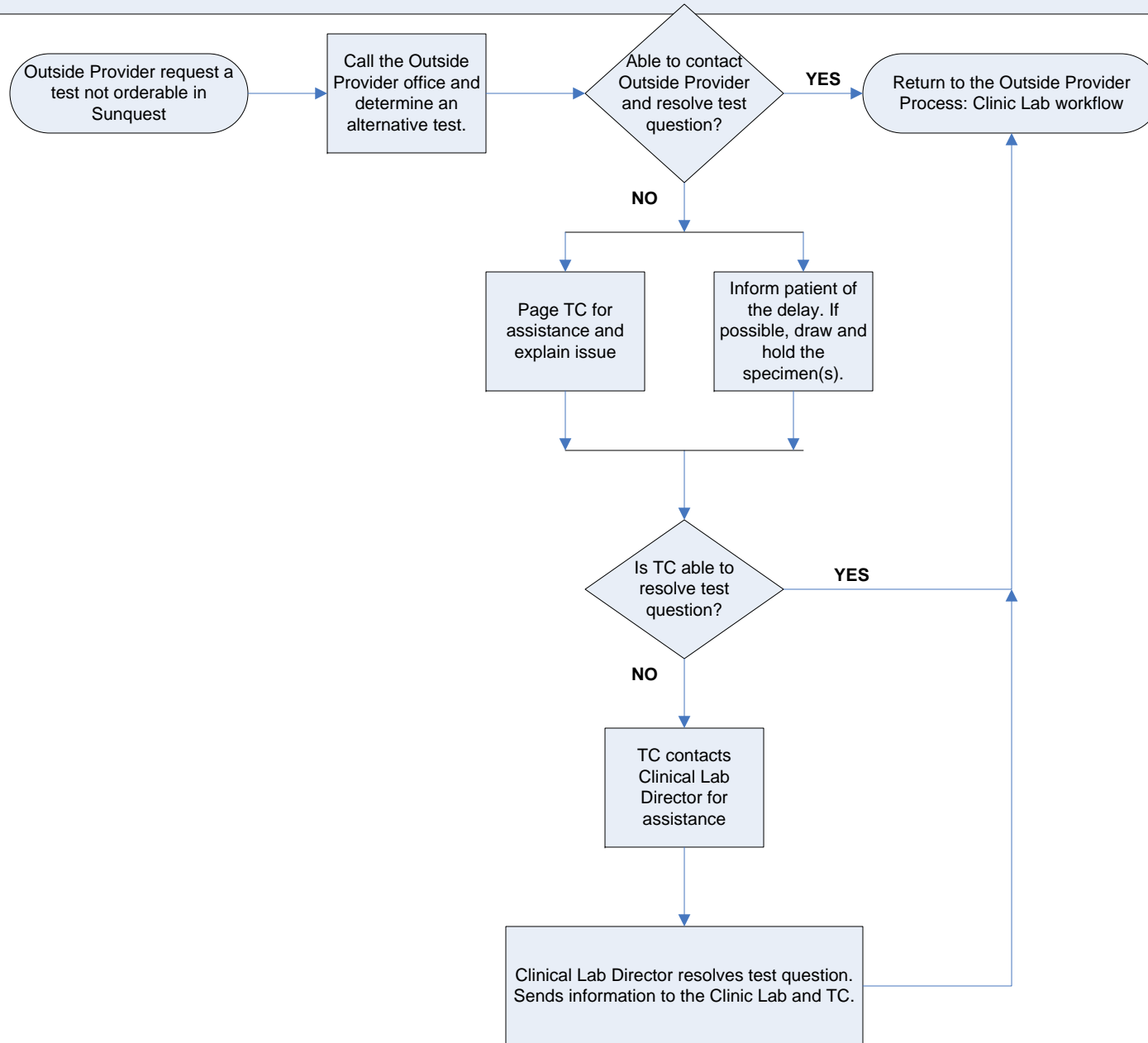
6a

For orders to be complete, they must include:

- Provider name and title
- Office address
- Office phone, fax, and after-hours phone (**must have all three on order request**)
- Diagnosis code

NOTE: If you have to contact an OSO provider for any one of the above pieces of information, confirm the other information at that time.

Outside Provider Process – OSO Orders



Outside Orders Process

Central Lab

Provider Services

LIS

