TRAINING UPDATE

Lab Location: Department: GEC, SGAH & WAH All staff
 Date Distributed:
 11/27/2013

 Due Date:
 12/30/2013

 Implementation:
 1/1/2014

DESCRIPTION OF PROCEDURE

Name of procedure:

Verbal Release of Test Results to Outside Locations GEC.L216, SGAH.L856, WAH.L855

Description of change(s):

This is a new SOP that provides guidelines for giving verbal results to an OUTSIDE location.

It includes:

- Who is authorized to obtain results
- How to verify (authenticate) the provider
- What info must be given to identify the proper patient
- What results CANNOT be given verbally

It does **NOT** apply to results given to clinical staff within the hospital.

This SOP will be implemented on January 1, 2014

Document your compliance with this training update by taking the quiz in the MTS system.

Approved draft for training all sites (version 000)

Non-recimical SOI									
Title	Verbal Release of Test Results to Outside Locations								
Prepared by	Leslie Barrett, Stephanie Codina	Date: 11/15/2013							
Owner	Lori Loffredo, Robert SanLuis	Date: 11/15/2013							

Non-Technical SOP

Laboratory Approval									
Print Name and Title	Signature	Date							
<i>Refer to the electronic signature page for approval and approval dates.</i>									
Local Issue Date:	Local Effective Date:								

Review:		
Print Name	Signature	Date

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1. PURPOSE

To help ensure the confidentiality of a patient's laboratory test results by preventing access to and release of the results to unauthorized persons.

2. SCOPE

This procedure applies to all requests for patient results that originate from outside the facility. Requests for results may be made by phone, fax, or in person.

3. RESPONSIBILITY

All laboratory employees who have access to patient laboratory test results must comply with this procedure.

4. **DEFINITIONS**

Authorized Person: A healthcare provider authorized to order laboratory tests, receive laboratory results, or both under state law.

- Blood bank antibody and transfusion data may be released to blood bank staff members at other hospitals.
- Results may be released to pharmacy staff if the pharmacy requires the information to dose patient medications (such as Coumadin).
- Results may be released to home health nurses caring for the patient.

Verbal Release: The release of test results to an authorized person orally instead of by paper copy. The person receiving the laboratory results will be asked to readback the data to ensure accuracy. **HIV results are never verbally released.**

5. **PROCEDURE**

A. Request for Release of Test Results

The two fundamental controls related to release of test results are:

- 1. Authentication of healthcare providers to ensure they are authorized to receive test results
- 2. Matching patient information given by the healthcare providers or patients to information in our laboratory information system (LIS) to ensure that we provide the correct patient results.

B. Authenticating Healthcare Providers

- 1. Option 1 (Preferred Method)
 - The requestor provides a faxed request that includes
 - a. Requestor's identification and description of his/her role in the patient's care
 - b. Telephone and fax numbers
 - c. Patient identification (see step C below)
- 2. Option 2 (Alternate Method)
 - The requestor verbally provides information that includes
 - a. Requestor's identification and description of his/her role in the patient's care
 - b. Staff physicians must provide their physician number and that information must match the information in our LIS.
 - c. Non-staff physicians must be able to provide his/her state License number or NPI number.
 - d. Telephone number
 - e. Patient identification (see step C below)
- 3. If unable to authenticate the requestor, do not disclose results. Refer the caller to the hospital HIM or medical records department.

C. Matching Patient Records

Information provided by the healthcare provider seeking test results is considered a match to system information if the following criteria are met.

- 1. The system information must match patient name and one of the following items:
 - a. Date of birth
 - b. Age
 - c. Patient address
 - d. Patient phone number
- 2. AND any <u>one</u> of the following items if necessary to identify the patient record:
 - a. Approximate date of service
 - b. Test name(s)

D. Providing Results

- 1. Provide the results as requested for any test except HIV. Never release HIV results verbally.
- 2. Request that the caller readback results to help ensure accuracy.

E. Patients Requests for Results

Refer to the Client Services procedure 'Patients Requesting Results'

F. Employee access to Laboratory Test Results

- 1. The Laboratory must protect test result information and limit access to authorized individuals.
- 2. Employees may access laboratory test results only when required by their job function.
- 3. If the employee is the patient and lives in a state that allows a patient to receive his/her results, the employee must follow the Client Services procedure 'Patients Requesting Results' to obtain his/her test results.

6. **RELATED DOCUMENTS**

Patients Requesting Results, Client Services procedure HIPAA Policy, Laboratory policy manual

7. **REFERENCES**

Release of Test Results, Compliance Operations Procedure, Quest Diagnostics intranet, Jan 2013

8. **REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By

9. ADDENDA AND APPENDICES

Authorized Person(s) to Order and Receive Results of Laboratory Tests

Last Revised: October 2013

Releasing Test Results to Patients

<u>STATE</u>	MD	DMD /DDS	DO	<u>Acupuncturist</u> ³	Chiropractor ³	Podiatrist ³	<u>Optometrist</u> ³	<u>Naturopath</u> ³	<u>Physician</u> <u>Assistant</u>	<u>Nurse</u> <u>Practitioner</u> (<u>ARNP)</u>	RN	<u>CRNA</u>	Midwife ³	Other	Patient's written request required	Patient's written request and Physician's authorization required
Alabama	Х	Х	Х		Х	Х	X^3		x^2	Х	X^2				Х	
Alaska	Х	Х	Х		Х	Х	Х	Х	x^2	Х	x^2		Х	Pharmacist ⁷	Х	
Arizona	Х	Х	Х		Х	Х		Х	x^2	Х	Х		Х	Homeopath	Х	
Arkansas	Х	Х	Х		x ¹²		x ³						Certified Nurse Midwife		Х	
California	Х	Х	Х	X ³	x ³	Х	Х	X ⁵	x ¹	x ¹			Licensed Midwife ³	Registered Dietitian ² , Pharmacist ^{3,7} , Tribal Health Clinic Physician ¹⁷		Х
Colorado	Х	Х	Х		Х	Х	X ³	Х	X ¹	Х		Х	Х		Х	
Connecticut	Х	Х	Х		Х	Х	Х	Х	Х	X ¹			Х	Pharmacist ¹⁵		Х
Delaware	Х	Х	Х		Х	Х			x ³	x ³					Х	
District of Columbia	Х	Х	Х					Х	x ¹	X					x	
Florida	Х	Х	Х	Х	Х	Х	x ³	Х	Х	X ¹			Х			Х
Georgia	Х	Х	Х			Х				Х	X ¹					Х
Hawaii	Х	Х	Х		Х	Х	Х	Х								Х
Idaho	Х	Х	Х		Х	Х	Х		Х	Х			Х		Х	
Illinois	Х	Х	Х		Х	Х	Х		x ¹	x ¹		x ¹	Certified Nurse Midwife ¹	Certified Nurse Specialist ¹	Х	
Indiana	Х	Х	Х		Х	Х			x ¹	Х	X^1		Х	Pharmacist	Х	
Iowa	Х	Х	Х		Х	Х			X ¹	Х					Х	

¹With physician oversight

² Written authorization by physician

³ Within scope of practice

⁴ Must subsequently notify ordering physician when results released to patient

⁵ Must be licensed naturopath physician

⁶ Limited to a prescribing psychologist or a psychologist with a conditional prescription certificate, and in conjunction with a prescription for the treatment of mental disorders.

⁷Limited to drug therapy-related tests as part of function and under established protocols within healthcare facility

⁸Release of results to patients is not permitted sooner than seven days after receiving the request from the patient

⁹ According to DHS/LFS, acupuncturists must be CA licensed and using lab tests to treat or manage their patient

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¹¹ Registered nurses who qualify and have been recognized by the SC Board of Nursing to assume "extended roles" may be permitted to perform delegated medical acts under the general supervision of a licensed physician who is readily available for consultation.

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¹⁵ Limited to licensed pharmacists if determined competent to participate in and have executed a written protocol-based collaborative drug therapy management agreement with one or more physicians (licensed under chapter 370) to manage the drug therapy of individual patients.

¹⁶ No license required

Last Revised: October 2013

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Kansas	Х	Х	Х		Х	Х	Х	Х	Х	Х	Х		Х		Х	
Kentucky	Х	Х	Х		Х	Х	Х		Х	Х			Х			Х
Louisiana	Х	Х	Х		Х	Х			Х	x ¹					Х	
Maine	Х	Х	Х		Х	Х		Х	x ¹	Х			Х			Х
Maryland	Х	Х	Х		Х	Х	Х		X ¹	X^2			Х		X ⁴	
Massachusetts	Х	х	Х		Х	Х			Х	X			X ¹	Psychiatric Nurse, Mental Health Specialist, Nurse Midwife ³		Х
Michigan	Х	Х	Х		X ¹⁸	Х	Х		X ¹	X ¹					Х	
Minnesota	Х	Х	Х		x ³	Х		X ³	X ¹	Х			X		Х	
Mississippi	Х	Х	Х		Х	Х	Х	X	X	Х	Х		X		Х	
Missouri	Х	Х	Х		Х	Х	Х	Х	Х	Х	Х		Х		Х	
Montana	Х	Х	Х		Х	Х		x ⁵	Х	Х		Х	Х		Х	
Nebraska	Х	Х	Х		Х					Х					Х	
Nevada	Х	Х	Х	x	Х	Х	Х	х	x ¹	x ³				APN ^{1&3} Homeopathic Physician, Any licensed medical professional ³	Х	
New Hampshire	Х	Х	Х		Х	Х		Х	Х	Х			Х		Х	
New Jersey	Х	Х	Х		Х	Х			x ¹	Х	X ¹			Clinical Nurse Specialist, Pharmacist ⁷	Х	
New Mexico	X	Х	Х	Х	Х	Х	Х	Х	x ¹	X		Х	Certified Nurse	Clinical Nurse Specialist, Pharmacy Clinician,	X	

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	2	2	2							18-2			Midwife	Psychologist ^{3&6}		
New York	x ³	x ³	x ³		X	Х	Х		x ¹ and Specialist Assistant ¹	x ^{1&3}			х	Psychologist [Consult Assigned Attorney] Attorney, Coroner, Court Judge, Parole, Police and Probation Officers		Х
North Carolina	Х	Х	Х		Х	Х			\mathbf{x}^{1}	x ¹					Х	
North Dakota	Х	Х	Х		Х					X ³					Х	
Ohio	Х	Х	Х		Х	Х		X ³	X ¹	X ³			X	Clinical Nurse Specialist ³	Х	
Oklahoma	Х	Х	Х		Х	Х	Х	Х	Х	X	Х		X		Х	
Oregon	Х	Х	Х		Х	Х	Х	Х	Х	Х			Х		x ⁸	
Pennsylvania	Х	Х	Х		Х	Х			X ¹	X ¹	X ¹		X ¹	Pharmacist	Х	
Puerto Rico	Х	Х	Х			Х									Х	
Rhode Island	Х	Х	Х		Х	Х			Х	Х			Х		Х	
South Carolina	Х	Х	Х		Х	x ³			x ¹	x ¹¹					Х	
South Dakota	Х	Х	Х		Х				X ¹	Х	Х		Х		Х	
Tennessee ¹⁴	Х	Х	Х		X	Х	Х		X ³	X ³			Х			
Texas	Х	Х	Х		Х	Х			X ¹	Х	Х		Х		Х	
Utah	Х	Х	Х		Х		X^3	Х	Х	X ³			Х	Direct-Entry Midwife ^{3 & 19}	Х	
Vermont	Х	Х	Х		Х	Х	Х	Х	Х		Х		Х		Х	
Virginia	Х	Х	Х		Х	Х			Х	x ²	Х					Х

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Virgin Islands	Х	Х	Х					x ⁵			x ¹		Licensed Practical Nurse ¹			Х
Washington	Х	Х	Х		Х	Х	Х	X	x ¹	x ³			Х	Pharmacist ¹ , Osteopathic Physician's Assistant ¹	X	
West Virginia	Х	Х	Х		Х	Х			Х	Х			Х		Х	
Wisconsin	Х	Х	Х		Х	X		X	X ¹	x ^{1&3}					Х	
Wyoming	Х	Х	X		X	X			x ¹	X			x ²⁰			Х

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¹⁷ Physician may hold a valid out of state license

Last Revised: October 2013

Revision History Table

1/25/12 Added a column for Acupuncturist. 2/10/12 A Certified Nurse Midwife may now order and receive results in Arkansas. 2/10/12 An Advanced Practice Registered Nurse can now order and receive results in Nebraska.	Kenny Johnson Anne Cote
2/10/12 An Advanced Practice Registered Nurse can now order and receive results in Nebraska.	
	Anna Cata
	Anne Cote
2/10/12 Added footnote 3 to Acupuncturist.	Sharon Anderson
2/14/12 Removed footnote 1 from Midwife for California.	Pearl Jue
3/2/12 Typed in Certified Nurse Midwife for Arkansas (no footnote needed)	Jeff Martin
3/8/12 Added Nurse Practitioner for Georgia	Anne Cote
3/9/12 Added California and New Mexico for Acupuncturist and deleted from the 'Other' column	Jules Bittner
3/22/12 Added Certified Nurse Midwife and footnote #1 for Physician Assistant for New Mexico	Chris Lukowicz
3/27/12 Added Certified Nurse Anesthetist (CRNA) and Clinical Nurse Specialist under 'Other' for New Mexico	Anne Cote
4/27/12 Removed physician authorization requirement as to release of test results to Rhode Island patients.	Todd Lieval
6/20/12 Added Physicians Assistant for District of Columbia (footnote #1 needed)	Kristin Wallace
7/6/12 Added Optometrists to New Mexico	Chris Lukowicz
8/1/12 Added Acupuncturist and Naturopath to Nevada	Debra Kabrich
8/10/12 Removed physician authorization requirement as to release of test results to Arizona patients. Added patient's written request requir	red. Todd Lieval
9/4/12 Removed the requirement for physician supervision of licensed midwives from footnote 10 regarding California midwives based on	Fernando Figueroa
opinion letter from the Medical Board of CA.	
9/11/12 Added Pharmacist to "Other" column for Connecticut with appropriate footnote.	Todd Lieval
10/1/12 Added Podiatrist for South Carolina with appropriate footnote.	Kristin Wallace
10/22/12 Added ARNP for Iowa	Kristin Wallace
1/15/13 Added nurse practitioners, registered nurses, and midwives as authorized to order tests in South Dakota	Fernando Figueroa
3/20/13 Added Optometrist for Colorado	Jeff Martin
3/20/13 Changed footnote from 10 to 3 for Licensed Midwife in California	Pearl Jue
3/26/13 Added Midwife for Wyoming and new footnote, "Must hold State licensure as a midwife (L.M.)"	Jeff Martin
4/23/13 Added CNS (under ARNP column) and CRNA for Colorado	Jeff Martin
5/1/13 Added Physician Assistant and ARNP for Delaware	Fran Tiller
5/7/13 Added Optometrist with footnote 3 for Utah	Jeff Martin

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Date	Revision Purpose	Name of Reviser
6/12/13	Added Naturopath for Colorado	Deborah Bjerkan
6/12/13	Added Psychologist for New Mexico with footnotes 3 and 6	Deborah Bjerkan
7/2/13	For Washington Physician's Assistant footnote should be 1, not 3. Under Other added Osteopathic Physician's Assistant with footnote 1	Virginia Sturmfels
7/10/13	Added Direct-Entry Midwife in Other for Utah with footnotes 3 and 16	Kristin Wallace
7/16/13	Added Optometrist with footnote 3 to Florida	Kristin Wallace
7/30/13	Removed footnote 1 from Nurse Practitioner for Nevada	Kristin Wallace
8/7/13	Added Tribal Health Clinic Physician in Other for California and added footnote - Physician may hold a valid out of state license	Kristin Wallace
10/2/13	Added Podiatrist to New Hampshire (footnote 3 is already in heading)	Kristin Wallace
10/10/13	Added footnote 1 (with physician oversight) to Midwife for Massachusetts. Added Nurse Midwife under Other with footnote 3.	Kristin Wallace
10/23/13	Added Chiropractor to New Hampshire	Kristin Wallace

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