

TRAINING UPDATE

Lab Location: SGMC and WAH
Department: Laboratory

Date Implemented: 5.31.2017
Due Date: 6.30.2017

SOP Implementation date: 7.1.2017

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:

Verbal Release of Test Results to Outside Locations

Description of change(s):

1. We never give verbal results to patients. Patients must request results in writing per procedure, "Patient requesting results."
2. HIV results are never given verbally. This includes exposure cases.
3. Sunquest is used to verify the NPI number for physicians who have privileges in our hospitals. For physicians that do not have privileges, use the site www.npinumberlookup.org
4. Document the verbal result release in Sunquest.
 - a. Create a new medical record number using the "CALL-" prefix.
 - b. Order test "GVOUT"
 - c. Result the following fields:
 - i. HNAM = name of hospital requesting results
 - ii. INSH = test results that were shared
 - iii. REAS = reason caller needed results
 - iv. RQST = Requestor's name and NPI license (NPI license is only required for providers)

Non-Technical SOP

Title	Verbal Release of Test Results to Outside Locations	
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Owner	Robert SanLuis	Date: 11/15/2013

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

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

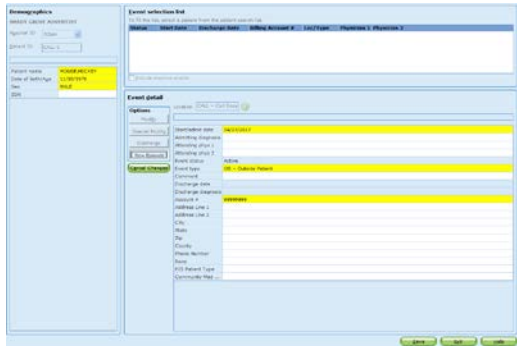
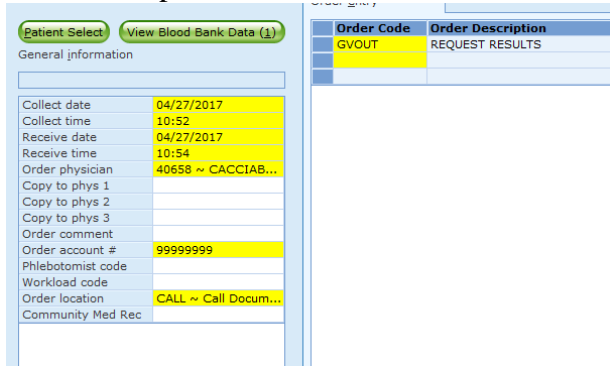
B. Verbal Release: The release of test results to an authorized person orally instead of by paper copy. The person receiving the laboratory results will be asked to readback the data to ensure accuracy.


5. PROCEDURE

Step	Action
1	<p>A. Verbal results are never released to patients, including patients who are employees. Patients requesting results must follow the client services procedure, “Patient Requesting Results.”</p> <p>B. When medical staff request results, laboratory staff should ask the requestor to provide a faxed request for results that includes the following information.</p> <ul style="list-style-type: none"> a. Requestor’s identification and description of his/her role in patient care. b. Requestor’s telephone and fax numbers. c. Patient identification (see below).

Form revised 3/31/00

Step	Action
1 Cont	<p>If a faxed request is received, laboratory staff members should fax a printed copy of results back to the requestor per laboratory faxing policy.</p> <p>C. HIV results will never be released verbally.</p> <p>D. Laboratory staff members are allowed to provide verbal results to the following:</p> <ul style="list-style-type: none"> a. Authorized providers who are unable or unwilling to fax a request. b. Hospital blood banks who request blood group antibody or transfusion information. c. Pharmacy staff members who require results to appropriately dose medications. d. Home health nurses who are caring for the specific patient
2	<p>Authenticate the identity of the healthcare provider that is requesting results.</p> <p>A. Request the following information.</p> <ul style="list-style-type: none"> a. Caller name and a description of his/her role in the patient's care. b. Physician callers must provide a state license or NPI number. c. Telephone or fax number <p>B. Verify the NPI or state license number of staff physicians in Sunquest.</p> <p>C. Verify the NPI or state license number of non-staff physicians by using the website: www.npinumberlookup.org.</p> <p>Do not disclose results if you are unable to authenticate the requestor. Refer the caller to the hospital HIM department.</p>
3	<p>Verify the patient identity.</p> <p>Request information from the healthcare provider seeking tests results and compare the information provided to the information displayed in the laboratory information system. The following criteria must be met.</p> <ul style="list-style-type: none"> A. Patient name <p>AND</p> <ul style="list-style-type: none"> B. Patient date of birth <p>AND</p> <ul style="list-style-type: none"> C. Patient gender <p>AND</p> <ul style="list-style-type: none"> D. Either test name(s) OR approximate date of service
4	<p>Provide results.</p> <ul style="list-style-type: none"> A. Provide the results as requested for any test except HIV. Never release HIV results verbally. B. Request that the caller readback the results to help ensure accuracy.

Step	Action
5	<p>Document the provision of tests results to the caller in the laboratory information system.</p> <ol style="list-style-type: none"> A. Access Sunquest GUI. B. Log into function, “Order Entry.” C. Click the “New Patient” button in the bottom, right-hand corner. D. At the “Patient ID” prompt, type “CALL-“ and click the “Create” button. E. At the “Patient name” prompt, type the patient’s name using the format LAST,FIRST then press the “Tab” key. F. At the “Date of birth” prompt, type the patient’s date of birth using the format MMDDYY and press the “Tab” key. G. At the “Sex” prompt, select an option from the dropdown menu and press the “Tab” key twice. H. Click the “Save” button.  <ol style="list-style-type: none"> I. Order and receive the test “GVOUT” per procedure. <ol style="list-style-type: none"> a. Use a collect time of “-2” or the time results were given. b. Use provider 40658  <ol style="list-style-type: none"> J. A “Result Entry” screen will appear. <ol style="list-style-type: none"> a. At the “HNAM” prompt, type the hospital name or hide if not applicable. b. At the “INSH” prompt, type which tests results were shared. c. At the “REAS” prompt, type the reason the results were requested. d. At the “RQST” prompt, type the requestor’s full name and title. For physicians, type the full name and NPI or state license number.

Step	Action
5 Cont	 <p>K. Click the “Save” button.</p>

6. RELATED DOCUMENTS

Patients Requesting Results, Client Services procedure
 Faxing Policy, Laboratory policy manual
 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
0	4.27.17	Header: Added other sites Section 5: Added documentation method (step 5). Updated wording and format for clarity.	SCodina	NCacciabeve

9. ADDENDA AND APPENDICES

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