

**Lab Alert—Verifying FIN During Order Entry**

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| **Situation** | Laboratory staff must verify the patient’s FIN number when placing orders in Order Entry. Outpatients must go to registration before being seen in the lab each time they come to have blood drawn. Every patient must be wearing an armband before labs will be collected. |
| **Background** | AHC has experienced billing rejections for outpatient labwork. The root cause of the issues is a failure of lab staff to place orders on the correct FIN. Staff are only verifying the medical record number. |
| **Assessment** | When placing orders in order entry, you can look up the patient using the MRN, FIN, or name. If the patient has more than one active FIN, the encounters will display at the bottom of the screen. The person placing the orders must select the FIN that corresponds with the registration.Outpatient FINs generally expire at 2359 on the day of registration. If a patient is recalled for any reason (labs hemolyzed/clotted or missed test), the patient must return to registration to obtain a new FIN prior to re-collection. |
| **Recommendation** | All laboratory staff members must follow procedures for placing laboratory orders. These include verifying the FIN number in order entry. |