

**TIQ (TESTS IN QUESTION) UNCLEAR ORDERS**

- St. Joseph Medical Center Tacoma, WA
- St. Francis Hospital Federal Way, WA
- St. Clare Hospital Lakewood, WA
- St. Anthony Hospital Gig Harbor, WA
- St. Elizabeth Hospital Enumclaw, WA
- ENUM
- GIGL
- PSC

**PURPOSE**

To provide guidance on the handling of unclear lab test orders until verification can be done.

**BACKGROUND**

Testing cannot be performed without an order. Orders that are unclear or ambiguous must be clarified before testing/reported and billing can be performed. The actions to be taken by lab personnel when presented with unclear orders are described below.

**STEPS**

**During Normal Business Hours:**

1. Every attempt will be made to contact the provider prior to collection of the sample.
2. At times the patient sample may be collected and integrity maintained while attempting to contact the ordering provider.
  - Samples may be collected if other tests are not in question and sample requirements are the same.
  - Consult with a pathologist for direction if available so that the requested order can be evaluated further.
  - Never collect the sample if you are completely unsure of the order.
    - Explain to the patient that you need more information about the order before you can collect the sample. The patient may choose to wait while you contact the provider or want to be called back.
3. At no time will testing be completed/reported and billing processed until the order is clarified.
  - If the sample was collected and viability will be compromised, the testing may be completed “off line” i.e. not ordered in the LIS, not reported, not billed until the order has been verified.

**After Hours:**

4. Order a FOLLOW UP and protect sample viability by storing sample in most likely appropriate temperature.
  - Note the location of the sample in the FOLLOW UP footnote.
  - Whenever possible samples should be placed in CLIP. If CLIP is not an option use the TIQ location.
  - A Client Services Representative will call the ordering provider the next business day
5. If the sample was collected and viability will be compromised, the testing may be completed “off line”.
  - The test is not ordered in the LIS
  - Results are not reported
  - Tests are not billed until the order has been verified
  - A FOLLOW UP must still be ordered
6. Some of the more common tests have been built to minimize result entry transcription errors (example, XCBC, XPT, XC UR, XUA, etc).
  - These orders are especially useful over a weekend

- These orders do not bill or report out
- To create a label for each sample collected, ordering XLAV, XGOLD, etc is acceptable.

**Resolution:**

7. Once the order has been clarified, order entry is completed, samples are retrieved and testing is performed.
8. The FOLLOW UP Template and/or CRM case is completed/closed.

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| <b>DOCUMENT APPROVAL Purpose of Document / Reason for Change:</b>   |         |   |  |
| 6/28/12 – New header/format. Change title from WI to Policy. Changed Doc ID to PO. Slight change in title. Added consult with pathologist. Added new resolution step. |         |   |  |
| <b>Committee Approval Date</b>  | 6/28/12 | <b>Medical Director Approval (Electronic Signature)</b> | 6/29/12<br><i>Linda D. Burkhardt, M.D.</i> |