

 <p><b>Franciscan Health System</b></p> <p>St. Anthony Hospital Gig Harbor, WA  St. Clare Hospital Lakewood, WA  St. Francis Hospital Federal Way, WA  St. Joseph Medical Center Tacoma, WA</p>	<h1 style="color: blue;">WORK INSTRUCTION</h1>	<b>DOCUMENT NUMBER</b> <b>R-W-CLT-0202-01</b>
		<b>Copy ID</b> <b>J, C, F, A, PSC</b>
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<b>Verbal Order Procedure</b>		

## PURPOSE

When a verbal order for laboratory tests is received, an authorization form must be generated and sent to the ordering physician for the authorizing signature. Written authorization must be received for the verbal test(s) ordered within 30 days of blood work being collected. If no authorization is received within 60 days it must be documented in Cerner that no authorization has been received.

## STEPS

When a Provider calls in to place an order ask if they can fax in the request instead. In the event that they are unable to fax it we can take a Verbal Order by following the steps outlined below.

1. When taking a call for a Verbal lab order you will fill out a requisition with the following information:
  - Patient's Full Name
  - Patient's Date of Birth
  - The ordering Physician's Name, address and phone number (if the doctor is not built in our current doctor table database).
  - The laboratory tests to be drawn. Also write Verbal as a prompt to the registrar to order a Verbal when the patient comes in for the lab work.
  - The diagnosis code(s) for the tests ordered.
  - If the test(s) are to be collected Stat/Asap make sure you obtain the phone or fax number they would like the result to be called to.

**NOTE:** The person taking the Verbal request must read back all labs ordered to verify the accurate documentation of the requested order.

Once the caller is off the phone make sure you mark the Phoned Request box in the upper left hand corner and enter today's date. If the patient does not come in for the lab work within 30 days the request will be discarded in a Confidential waste.

2. When the patient comes in to be drawn:
  - Obtain all the missing information on the requisition and register the patient in COE.
  - Draw all requested lab work.
  - Order the tests in Cerner.
  - In addition to the lab work ordered by the physician, order a test code "VERBAL". Be sure to write down the accession number for the Verbal test you have ordered as you will need to verify a part of the Verbal test when you have completed the registration in order to generate the report we send to the physician to be signed.
3. To print the Verbal report to send to the physician:
  - At the Select prompt, enter "PRE"
  - At test name, enter "VERBAL" <return>.

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<small>† CATHOLIC HEALTH INITIATIVES</small> <b>Franciscan Health System</b> St. Anthony Hospital Gig Harbor, WA St. Clare Hospital Lakewood, WA St. Francis Hospital Federal Way, WA St. Joseph Medical Center Tacoma, WA	<h1 style="color: blue; margin: 0;">WORK INSTRUCTION</h1>	<b>DOCUMENT NUMBER</b> <b>R-W-CLT-0202-01</b>
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- At line 01 “REQUEST”, enter <return>
- This will enter you into a blank footnote screen. Press the PF1 and the letter “G” keys (to enter the template mode)
- Return through the ID: section and at Template: type VERBAL.
- Enter your F8/Home key twice
- At Result Correct <return> to default “Y”
- At Ver / Perf info correct <return> to default “Y” again.

This process generates a Verbal report to be sent to the physician with the date/time, tests requested and signature line for the physician to sign and return, authorizing the tests ordered to run.

4. Once the Verbal authorization is signed and returned you will give the signed authorization to Client Services to complete the Verbal test in “PRE”. This will finish the last piece of the VERBAL process to remove it from the Verbal pending test report. If after 60 days the authorization is not returned by the physician you will finalize the VERBAL test with a comment to remove it from the pending test report.

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