

Procedure for Entering Multiple Providers

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Purpose:

This procedure provides instruction for accessioning multiple requisitions for a single patient visit.

Scope:

This document applies to Saratoga Hospital Laboratory and its ancillary sites.

Policy:

Patients frequently present with requisitions from more than one provider. When processing these requisitions, the following factors must be considered:

- Are all test results to be sent to all of the providers.
 - If not, the orders must be processed in a way that ensures each provider only gets the results of the tests they requested.
- The submitting provider must be the provider who actually ordered the tests.
 - Exception: if two providers are ordering the same test:
 - One is listed as the submitting provider.
 - The second is listed as a “cc” (“copy to”) provider.
- If duplicate tests are ordered to accommodate the above mentioned scenarios, there must be a mechanism in place to ensure the following.
 - Duplicate tests are credited so that it is not double billed.
 - Results for duplicate tests are identical for the specimen collected.

Note: It is not appropriate to run the specimen twice. Running the specimen twice could produce result discrepancies.

Procedure:

Entering Orders in Meditech from Multiple Providers Using One Account Number:

The primary script will be registered with the ordering provider as “Reg Dr”.

1. In Meditech under Enter/Edit Requisition

Orders From More Than One Provider ⇒ Same Tests:

Outreach: Add other providers in the “Copies To” section of the Meditech requisition

Accessioning:

- a. Enter the ordering provider from the 2nd script in the “Other Dr” field.

Note: Both the “Submit Dr” and the “Other Dr” will get results entered in the same Meditech requisition.

Patient	TEST, BEDBOARD	Acct #	X000012690	Loc	LAB	U #	H0001894
Req #	NEW	Status	PRE CLI	Room		Reg	04/25/12
DOB	12/08/66	Age/Sx	45/M	Bed		DIS	
Reg Dr	MSHINEBA	MARC SHINEBARGER		T Loc		Site	HL
Submit Dr	MSHINEBA	MARC SHINEBARGER					
Other Dr	ABBH	Abbott, Herbert R		BBK HX	H POS		
				Last Tx			

- b. For additional providers on both scripts who are to get copies (“cc”) of the results, enter the provider’s name under the “Other Dr” field

Note: Up to 4 providers can be entered in the “Other Dr” field.

Orders From More Than One Provider ⇒ Different Tests

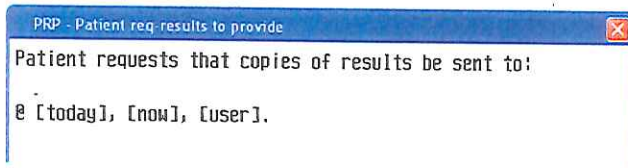
Outreach: Must follow process listed below

Accessioning:

- a. **Primary Script:** Requisition the orders on the script.
Note: Make sure that the provider on the script matches the "Reg Dr" and "Submit Dr" in Meditech.
- b. For additional providers listed on the second script who are to get copies ("cc") of the results, enter the provider's name under the "Other Dr" field.
Note: Up to 4 providers can be entered in the "Other Dr" field.
- c. **Second Script:** Space bar and enter to bring the patient back under the same account number. Delete the provider in the "Submit Dr" field and enter the name of the provider ordering the tests on the second script.
- d. For additional providers listed on the second script who are to get copies ("cc") of the results, enter the provider's name under the "Other Dr" field.
Note: Up to 4 providers can be entered in the "Other Dr" field.
- e. Repeat c & d for each additional script.

Procedural Notes:

- "cc" Providers
 - Requested by the submitting provider
 - Patient requests results be sent to all providers.
- Note: If patient requests results be sent to other providers, document request using canned comment "PRP".*



- Only "cc" a provider for a test once.
Note: Each "cc" will generate a copy of the result to that provider. Multiple "cc"s result in multiple copies.
- If an ABN is generated, you may only perform the Meditech medical necessity check using the diagnoses on the requisition for that test.
DO NOT USE DIAGNOSES FROM OTHER REQUISITIONS.
- "VPOP" only once per patient.

Entering Orders in Meditech from Multiple Providers using multiple accounts:

There are two reasons for this to occur:

1. Patient presents with multiple scripts and one of the accounts is a re-occurring account.
Note: Re-occurring accounts are billed once a month, where as single orders are billed within two days.
2. Patient requests a provider only get results for the test they ordered.
Note: Noncompliance with this request, results in a HIPPA violation. In cases where this request cannot be accomplished using a single account number, a second account number must be created.

Managing Duplicate Tests:

1. Complete "Lab Requests from Multiple Providers" form.
2. The completed form must accompany the specimen to the appropriate department(s)
3. Notify the technologist that there are orders with duplicate tests that need to be resultated and credited.
Note: Results for duplicate tests must be identical. Do not run the specimen twice!
4. The technologists will result the duplicate tests and forward the form to an individual who can credit the account.
Note: The account must be credited on the same day as the order.

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