

COPY

## Processing Laboratory Orders for Outpatients (Walk-ins)

**SCOPE:** This procedure applies to the Saratoga Hospital Laboratory and Wilton Medical Arts.

### **PURPOSE:**

The following protocol ensures that laboratory orders for outpatient walk-ins are processed efficiently and accurately. See "Outpatient Laboratory Test Orders" for additional information on processing outpatient orders.

### **PROCEDURE:**

#### **ENTERING OUTPATIENT TEST ORDERS:**

- All requisitions are timed stamped immediately upon receipt.
- Enter X# into the first field of the *Enter/Edit* routine in Meditech. Verify that patient name, provider, location and diagnosis by comparing the information on the requisition and the information in the *Enter/Edit* requisition screen. Ensure that the ordering physicians including copies to additional physicians are appropriately entered.
- At the order date, time and priority prompts, enter the appropriate information.
- At the *Received* prompt leave as N for No. Make sure the order defaults to the OUTDRW category. Manually typing in the mnemonic if necessary.
- Enter the test orders and VPOP when required. (*NOTE: patients who are returning to have specimens redrawn are NOT charged a VPOP.*)
- Ensure that the collection labels match the requisitions. Attach the labels to the requisitions and place the requisition in the bin and turn the blue light on.

#### **COLLECTING OUTPATIENT TEST ORDERS:**

- Check requisition for complete name, physician signature and diagnosis. Ensure that the labels are for the correct patient.
  - Compare test orders from the requisition to the printed collection labels. Confirm that all test orders are complete and correct (This is the "Tech Check" phase of the ordering process and the "Collected by" employee is responsible for order accuracy). Place aliquot labels on the requisition.
  - Page the patient into the drawing room.
  - Ask the patient to state their full name and date of birth. Compare that information to the meditech label.
  - Draw the patient and label all tubes with the time and your initials.
  - Receive the samples and take the samples to the appropriate department.
- (STAT specimens must be received and brought to the departments immediately.)**

#### **RECEIVING OUTPATIENT TEST ORDERS AND SPECIMENS:**

##### **NOTE:**

- **Do not receive specimens prior to collecting the specimen.**
- Go into *Receive Specimen* routine in Meditech.
- Using the labels, type in the individual specimen numbers.

- Type in the correction time of collection and the phlebotomist's meditech initials.
- Deliver samples to the appropriate departments at the next available opportunity. Specimens should be delivered within one hour.
- Take the requisitions to the front office and placed in the completed bin.

**QUALITY ASSURANCE:**

- If an error is detected when verifying the tests against the requisition it will go back to the clerical office to correct.

**Related procedures:**

- Hospital Policy
- Standing Orders
- Accessioning Procedures
- Canceling/Deleting an Unacceptable Specimen

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