

Holyoke Medical Center, Inc.  
575 Beech Street  
Holyoke, MA 01040

Laboratory

<b>POLICY:</b> 401.ADM.3.01
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Category 3

## Patient Testing Requests

### Principle

It is the policy of the laboratory that there is a written order for any test performed by the laboratory. Tests must be at the request of a licensed physician, dentist, osteopath, chiropractor, nurse practitioner, physician's assistant, or other person authorized by M.G.L. c. 112.

### Procedure

#### Inpatient Orders

The order for testing on an inpatient is either entered into the Computerized Physician Order Entry Module (CPOE) or is written in the patient chart. It is the responsibility of nursing personnel to obtain the appropriate documentation for telephone orders, but the Laboratory Staff should enter an order source of "T" for telephone. Entering a "T" will place the order on a queue for the physician to sign.

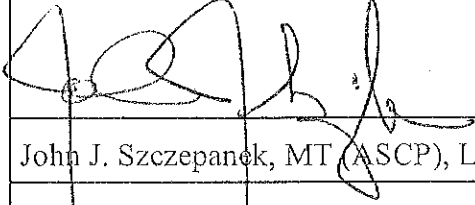

#### Outpatient Orders

1. All patients must report to the Patient Registration area for processing of paperwork.
2. There must be a written order from an appropriate provider. If there are any questions about the order Patient Registration or the Laboratory must call the ordering provider for clarification.
3. If there is a verbal request for an order:
  - The person handling the verbal order must request that a written order be sent to the laboratory within 30 days.
  - The order must be read back to ensure the correct test is requested.

- The test is entered into the Lab system and a Verbal Test Request is entered (see options below). The Verbal Test Request is a non-reportable test and is a mechanism that can be used for tracking a verbal test request.

VERBALB	VERBAL TEST REQUEST BB
VERBALC	VERBAL TEST REQUEST CHEM
VERBALH	VERBAL TEST REQUEST HEM/COAG/U
VERBAL5	VERBAL TEST REQUEST SER/MICRO

- When the written order is received, it is filed with the original paperwork (in HIM).

Approved By:		11/7/12
	John J. Szczepanek, MT (ASCP), Laboratory Manager	Date
		11/12/12
	Thomas S. Gould, M.D., Medical Director	Date

Adopted or Date initiated: 01/1995

Revised and effective date: 02/1998, 01/1999, 02/2000, 02/2001, 02/2005, 12/2008, 9/2009

Reviewed:

Date	Lab Manager/Designee	Date	Lab Manager/Designee