KAISER PERMANENTE®

COLORADO LABORATORY – CERNER COMPUTER MANUAL

CANCELING A TEST

PRINCIPLE

Follow this procedure to cancel a test that is inadvertently ordered in error, is a duplicate order or ir cancelled after dispatching. Cancelling with the appropriate comment is how the lab tracks specimens and remains compliant with Medicare regulations.

PROCEDURE

Follow this procedure for any test that is dispatched but not collected or performed; and for testrs ordered in duplicate. For example:

- ✓ Patient cannot collect
- ✓ Provider cancels a test after it has been dispatched
- ✓ Tests are dispatched and the member refuses testing
- ✓ An incorrect specimen was drawn and the patient needs to return
- ✓ Specimen integrity was not maintained and the specimen needs to be redrawn
- ✓ Multiple orders for the same test are seen in Collections Inquiry

To cancel a test that has already been dispatched:

Example: All orders for an Oncology Patient are dispatched and the labels have printed. The patient then indicates that they do not need certain tests today; they are to be collected later.

1. Click on the ORV icon

2. Click in the ACCN field and enter the ACCN, press the ENTER key

3. A list of tests on the ACCN will be displayed.

4. Highlight the test you want to cancel; only one test at a time can be cancelled.

Written: E. Gibson 10/20/10
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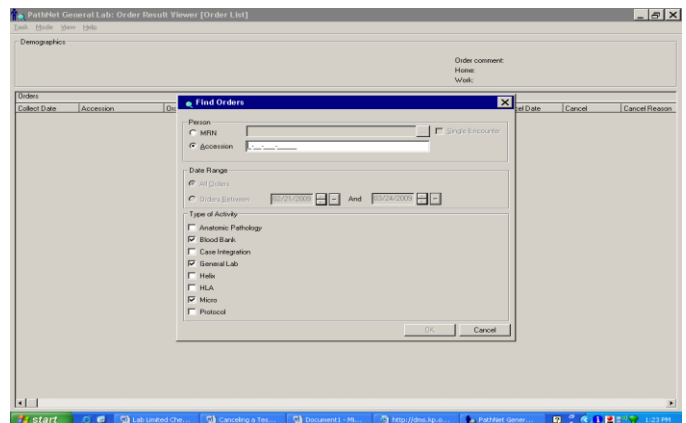
5. Click on "Task" and then "Cancel Order", the Cancel Order pop up box will display.

6. Select the cancel reason from the list provided when you click on the down arrow button. Click on "Cancel Order."

NOTE: To add additional cancel information as free text, click on the "View" button and choose "Comments." Add additional information. For example: A patient presents in lab who has a CBC ordered. The CBC has a comment "Platelet Clumper." When the CBC is cancelled and re-ordered, the comment must be entered for the re-ordered CBC.

7. Always remember to cancel the Auto Diff when canceling a CBC. Because an auto diff is a reflex test, it cannot be cancelled using "re-order" codes. Use the code "duplicate" to cancel Auto Diffs.

8. Do not use the "Reschedule" option. Rescheduling a test(s) creates a transmission error that prevents the results from going back into HealthConnect and the provider's in-basket.

9. Do not order test(s) in DOE. The system will automatically re-order the tests for you.

To cancel duplicate tests seen in Collections Inquiry:

If there are multiple orders of a test in Collections Inquiry, duplicates can be cancelled using the following procedure. Use caution when canceling tests; only cancel tests for which there are **multiple** orders i.e. multiple protimes ordered for the previous month or numerous lipid profiles for the same provider. Medicare regulations prohibit reimbursement for multiple tests drawn on the same day. For example drawing two purple tops, testing and resulting two CBCs. There is potential for this to be viewed as fraud and Kaiser Permanente could be fined for Medicare fraud. Never duplicate testing on a single venipuncture.

1. Click on the duplicate tests to highlight them
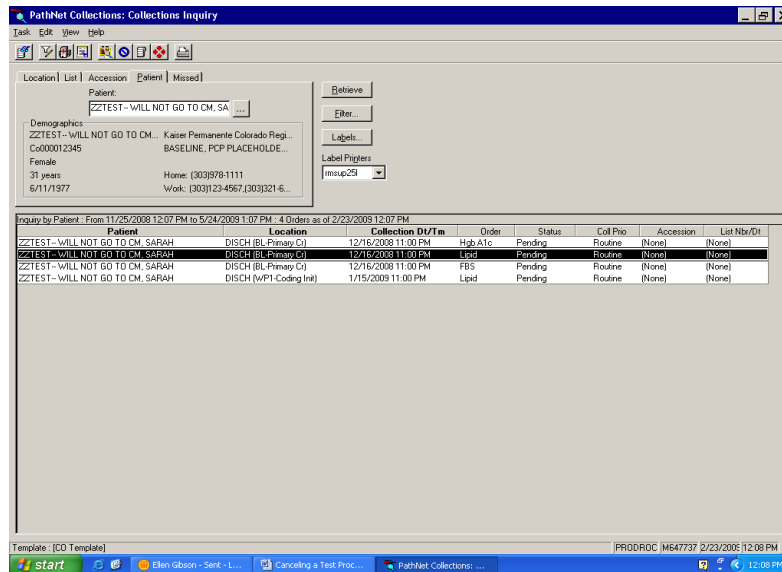
2. Dispatch the test as if it were being ordered. Allow the labels to print.

3. Go to ORV and follow the procedure outlined above to cancel the orders; use the Duplicate Order cancellation code. **Do not** use any code with "reordered" as this will add the tests back into Millennium.

If it is busy and there is not enough time to cancel right away, it is acceptable to make a note of the patient's MRN and return later (same day) to cancel the duplicate testing. Canceling duplicates in a timely manner makes it easier to order the next time the patient comes to the lab.

Canceling a STAT Test:

Providers who order STAT testing are expecting results back within a short timeframe. Before canceling the test, notify the provider immediately that the STAT cannot be collected and there is a need to cancel the test.

Canceling a Test That a Patient Refuses:

On occasion, a patient may refuse testing that has been ordered by a provider. It is within a patient's rights to refuse testing for any reason. In order to document that the testing was not collected due to patient refusal and not because of lab error, it is important to perform the following procedure:

1. Order the tests that the patient refused. Dispatch the labels.

2. Go into ORV and cancel the tests using the cancellation code cancelled, patient refused.

3. This comment will go to the patient chart and can be viewed at a later date if there is a question as to why testing was not performed.

4. Place a call to the provider or nursing staff notifying them that the patient has refused testing. Add a test comment stating who was notified of the cancellation, at what time and your name.

Canceling a CDiff as "Not indicated on formed stool":

When a stool is received for CDiff that is formed and does not meet the criteria for submission, it must be cancelled with the appropriate code and the provider notified of the cancellation.

1. Dispatch the label for the CDiff.

2. Go into ORV and cancel the test using the cancellation code "Not indicated on formed stool." This comment will go to the patient chart.

3. Fill out a variance and place a call to the provider or nursing staff notifying them of the canceled test. Add a test comment stating who was notified of the cancellation, at what time and your name.

Canceling any test that is dispatched for collection:

Because cancel comments do not currently populate the provider in-basket, providers will not know when a test is canceled because it could not be collected. Physicians may need to take alternate action to provide patient care. This requires provider notification. For example:

1. A patient comes to the lab for an urinalysis. The front desk dispatches the label and then finds out the patient cannot collect.

2. Go into ORV and cancel the test using the correct cancel code.

3. Place a call to the provider or nursing staff notifying them of the canceled test. Add a test comment stating who was notified of the cancellation, at what time and your name.

Canceling a specimen that does not have the correct identifiers:

When a specimen is received that does not have the correct identification it still needs to be tracked. In most cases, a reasonable effort can be made to identify the patient to whom the specimen belongs, but because the correct identification is lacking on the specimen, testing cannot be performed. If the requisition has both identifiers and the specimen is lacking two identifiers, you can proceed with the following process for cancelation.

1. Dispatch the test in CI or if the specimen was received with a requisition, order the test in DOE. Do not place the label on the specimen.

2. Cancel the specimen (test) using the cancel code "Improperly labeled specimen."

3.   Place a call to the provider or nursing staff notifying them of the canceled test. Add a test comment stating who was notified of the cancellation, at what time and your name.

   - If the specimen is from the TRiPS Dept fill out a variance and place a call to the Admin Specialists immediately for recollection.

LIMITATIONS OF THE PROCEDURE

If the cancelled tests do not need to be re-ordered, do not choose a code that will automatically re-order. Always choose a code that reflects the reason why the tests are being cancelled. Providers have called to ask for reasons for cancelled tests. See the list below for available codes.

CANCELLATION CODES THAT RE-ORDER TESTING

Dispatched in error and re-ordered

Reordered, broken/spilled in transit
Reordered, clotted
Reordered, hemolyzed specimen
Reordered, incorrect test accessioned
Reordered, insufficient quantity
Reordered, no specimen received
Reordered, patient not fasting
Reordered, physician request

Reordered, sample not collected
Reordered, specimen contaminated
Reordered, specimen too viscous
Reordered, specimen unacceptable
Reordered, spec improperly presv
Reordered, specimen lost in transit
Reordered, specimen stability exceed
Reordered, wrong patient

Miscellaneous codes for testing that does NOT need to be re-ordered

Cancelled by pathologist

Changed order

Changed from STAT to routine

Double labeled

GSM referral, Result viewable in chart

HCV titer below minimum level

Inconclusive, referred for sequencing

Not indicated

Not indicated on watery stool

Other

Referred to Children's for venipuncture

Specimen coll for elevated hct

Specimen QNS for required repeat

Test not performed

Test referred, see separate report

Cancelled after collected

Changed from routine to STAT

Confirmed by another method

Duplicate order

HCV not detected

Improperly labeled specimen

No source provided

Not indicated on formed stool

Nurse request

Patient declined due to cost of procedure

Referred to outside lab

Spec ID unclear

Test contraindicated

Test referred, result viewable in chart

Wrong encounter