

DEPARTMENT OF LABORATORY MEDICINE
TELEPHONE, FACSIMILE AND ADD-ON REQUESTS

PURPOSE: The purpose of this policy is to delineate the process for use of telephone, facsimile and add-on requests in order to comply with CLIA'88, JCAHO and CAP regulations.

TELEPHONE ORDERS

The ordering physician or their designee may call in laboratory orders to the laboratory only if extenuating circumstances prevent the order from being delivered or faxed, and patient care may be compromised. Verbal orders for Blood Bank tests are not allowed. Verbal orders must be followed up by a "Hard Copy" requisition, as required by JCAHO, CLIA'88, and CAP regulations. This hard copy requisition must be received within 30 days, according to regulations. If a hard copy requisition is not received, the ordering physician will be contacted.

FACSIMILE ORDERS

Physicians may use a facsimile machine to send the completed laboratory requisition. All requests by fax should be addressed to:

Department of Lab Medicine
Central Processing/Phlebotomy
Fax#: (860) 679-1401 (Central Processing),
(860) 679-3902 (Diagnostic Center Dowling),
or 679-3134 (Blood Draw Area, C Building)

Blood Bank request should be faxed utilizing Blood Bank form directly to:

Department of Laboratory Medicine
Blood Bank
FAX #: (860) 679-7525

The facsimile sheet satisfies current regulations as a hard copy requisition. No further requisition is needed.

ADD-ON REQUESTS

Before the laboratory will perform test(s) to an existing sample, an add-on requisition must be completed (Appendix A). These add-on tests must be documented as ordered in the patient's chart. No verbal orders will be accepted for add-on tests by the laboratory. Add-on tests will not be processed STAT with the exception of those received from the Emergency Department.

<u>RESPONSIBILITY</u>	<u>ACTION</u>
Requesting Patient Care Area	<p>Verifies that the add-on tests are ordered in the patient's chart.</p> <p>Completes the Add-on Requisition.</p> <p>Delivers or faxes (ext. 1401) the requisition to the Laboratory Central Processing Area</p>
Laboratory Central Processing Personnel	<p>Edits the original order in the LIS for add-on tests requested. Determines whether an ABN is required for Medicare A&B patients. If ABN is required and not submitted, testing will not be performed.</p> <p>The specimen number is written on the add-on requisition and the appropriate laboratory area is notified</p>
Laboratory Medical Technologist	<p>Ascertains if adequate specimen is available for testing if specimen is adequate, testing will be performed and results entered into the LIS</p> <p>If the specimen is inadequate, testing will not be performed and the requesting patient care area will be notified.</p>