Logan Health Medical Center Laboratory

| **AREA:** Laboratory General | **POLICY No:** 70.G.676 | |
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| **SUBJECT:** Specimen Ordering and Collection | **ORIGINATION:** 9/20/04 | **REVIEWED:** 2/22 |

## PRINCIPLE

It is the policy of the Clinical Laboratory to provide accurate and timely test results for all patients requiring laboratory services.

To facilitate this process, guidelines for specific ordering terms, requirements, and timing for tests ordered are defined for both inpatient and outpatient services.

## PURPOSE

Prioritize all laboratory services according to the specific need of the patient and to identify an emergency, urgent, or routine situation for all laboratory, nursing and physician/provider staff.

Define specific lab ordering steps for clinical staff in both the inpatient and outpatient settings. If these ordering steps are not followed, lab orders **Will NOT** cross over to the Meditech Laboratory Module and are **NOT** viewable by the laboratory staff.

> The downside effects:
> a. Missed laboratory testing collections
> b. Delay in patient treatments
> c. Patient dissatisfaction
> d. Breakdown in workflow
> e. Unnecessary communication with clinical staff

## POLICY

### Physician and Provider Orders

- All patients must have written orders that are signed by their physician/provider or electronically transmitted. These orders should be on a Logan Health Medical Center Laboratory Requisition (Pathology, Cytology, etc.) or Electronic Order before any lab testing will be performed. **Pharmacy Script pads are not acceptable.**

- Results of tests may be reported only to the ordering physician, provider, CC's or Logan Health Client Clinics.

## 1. **Inpatient Laboratory Orders:**

a. All STAT, Urgent (timed), and Routine orders should collected and processed according to the Phlebotomy and Processing policy MediaLab 70.P.38.

b. Orders are placed through the Meditech system as follow;

**1** From the patient's chart, select **Orders**

**2** The Current Orders display. Select **New Orders**



1) Select the ordering provider and order source.

**4** New Orders default to the ordering provider's favorites.
You can use **Favorites**, or select **Name** to search by lab name.



**5** Search for the lab test you wish to order

**6** Check the box next to the appropriate lab. This will add the order to the queue and allow you to search for more orders. If you click the name of the lab, you'll go on to the next step and not be able to add more orders.

**7** When all orders are entered, click Next

**8** On the Manage Orders List, select the **priority** (Diagram below)

- Routine
- Timed
- STAT

**9** Specimen: (Choose One)

a) **Has been collected**:

Choose this Specimen if the **blood has already been drawn** by clinical staff and is being sent to the lab. If the blood was drawn prior to the order being placed, please ensure the order is set to Has been collected before sending specimen to the lab. That may mean editing the order.

b) **Nurse/Care Provider to collect**:

Choose this Specimen if you are drawing the patient's blood and sending to the lab.
- This will add the **Collect Specimen** intervention to your Worklist.
- Complete the Worklist intervention so the lab is able to process the specimen.
- Labs marked as CBN (*Collect by Nurse*) will **NOT** be collected by the laboratory staff.

c) **Phlebotomist to collect**:

Choose this Specimen if you want the phlebotomist to come to the bedside to draw the lab(s).

**If the patient has a central line documented in PCS**,

Contact the lab to notify them if they are needed to draw.
These lines are **ONLY** monitored twice a day by phlebotomy staff.

**10** Use the **Edit** button:

- Add Physician Instructions, an associated problem or diagnosis code
- Enter a time for Timed lab draws
- Add a frequency and count for repeat labs (E.g. PTT Q6hr x3)

**11** When all edits are made, click **OK**
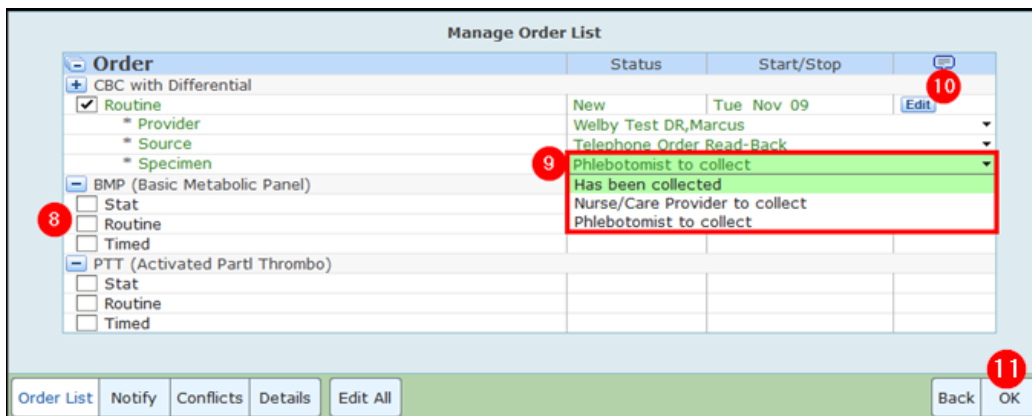


2) Review the orders on the Current Orders screen, then click **Save** to finish the ordering process.

Editing Lab Orders

1) To edit an order, click on the name of the lab on the Current Orders screen. If the order has been saved, the Provider and Order Source screen will appear. Select the appropriate provider and order source.



2) This opens the Manage Orders List where all pieces of the order can be edited.

3) Use the **Edit** button or the drop downs to change the Specimen or include additional details.
   a. This is where the Specimen can be changed to "*Has been collected*" if the specimen is already collected by clinical staff.
   b. If the patient was previously a nurse draw, but now needs phlebotomy, edit the order from *Nurse/Care Provider to collect* to "***Phlebotomy to collect***" so the lab will see the order and a phlebotomist will be sent to collect the specimen .Always contact the lab staff to notify them of any change.
   c. **If the patient has a central line documented in PCS**,
      • Contact the lab to notify them if they are needed to draw.
      • These lines are **ONLY** monitored twice a day by phlebotomy staff.

**2. <u>Outpatient Laboratory Services Orders:</u>**

a.  Collections will not be performed if a patient does not have an order in the electronic ordering queue, or a signed paper requisition.

b.  All ambulatory (AOM) orders must be correctly marked by location ***"laboratory"*** and specimen as ***"send patient for collection"***, if these two items are not correctly marked the lab staff cannot view the lab order. This situation would be the same as not having an order at all.

c.  Orders are reviewed by Outpatient Laboratory staff 1 week prior to a patient visit. If an order is missing the ordering providers' office is notified with 1 phone call requesting lab orders. If the patient presents and orders are still not available, the patient will be rescheduled for a future date and asked to contact their provider's office for lab orders to be sent.

d.  Laboratory staff will only collect lab orders 7 days before and after the service date.

   ***Standing Orders – Ambulatory offices need to enter orders for all future dates.***

e.  For Outpatient Laboratory Specimen Collections, all orders for laboratory testing should be clearly prioritized as STAT, Urgent (timed) or Routine.

f.  All requests for laboratory work shall be entered into the computer, either by provider or by laboratory staff using a signed paper requisition as verification.

g.  "STAT" orders are to be brought to the immediate attention of the Laboratory

   - By a phone call
   - Red biohazard bag
   - Using printed Red Meditech labels.

**Outpatient Laboratory Services Patient Appointments;**

Medical practice staff members please make appointments for your patients at the Outpatient Laboratory Services (OLS) site.  This will insure patient satisfaction & workflow, increase efficiency, and minimize the wait times.

1.  Practice staff should contact the lab call center (406-752-1737) for the patient and each patient should be given an OLS instruction form (map) that includes address, map, hours of operation and a phone number.

   a.  The patient instructions are printed in pad form and can be ordered directly from the Logan Health print shop  or from the Logan Health Laboratory using the laboratory supply order form (8762-047).

2.  All patients should have the following information upon arrival to the OLS site.

   a.  All Lab orders signed by a physician, requisition forms only, electronic orders marked as "send patient for collection".

   b.  Insurance Card & Legal Identification.

**The lab order, if not sent electronically, should be faxed to the <u>laboratory fax number, 406-758-8408</u>**

**Same Day Patient Collection Services;**

Practice staff should contact the lab call center, 406-752-1737, to inform lab staff that they have a patient in need of a same day collection services. Lab staff members will provide the best available time (minimum of 1 hour from the time of the call) on the current day's schedule.

The minimum time of 1 hour will ensure the receipt of the patients' lab order and allow for patient pre-registration. Both items are very important and will help to minimize the patient wait time at the OLS site.

1. Always inform the Lab staff of out of town patients (same day service is imperative).

    a. Always inform the Lab staff of Pediatric patients. Pediatric patients require two or three phlebotomist for a collection. The pediatric services are limited to OLS staff availability and only occur 8:00 am to 4:00 pm, Monday through Friday.

2. Please be aware that the peak OLS patient service times are 8:00 am to 1:00 pm, Monday thru Friday.

    a. To provide the best patient experience, we prefer that patients not wait long periods of time in the OLS site waiting room. If possible, we recommend that medical office staff suggest that patients find alternate activities until their designated same day appointment time.

    b. We cannot overbook scheduled time slots.

3. All patients should have the following information upon arrival to the OLS site.

    a. All Lab orders signed by a physician, requisition forms only, electronic orders marked as "send patient for collection".

    b. Insurance Card & Legal Identification.

**The lab order, if not sent electronically, should be faxed to the <u>laboratory fax number, 406-758-8408</u>**

## 3. <u>Nursing Service</u>

- o The LHMC Lab Test Catalog is available on the internet at https://logan.testcatalog.org/ . This should be used as your first point of reference for all test specific information.

- o If queries cannot be located in the Lab Test Catalog, direct any questions to the laboratory by contacting, 406-752-1737 or internally at x2396.

- o All specimens for laboratory work collected on the nursing units and at medical practice offices must be properly identified according to the Logan Health Medical Center Laboratory Specimen Rejection Policy. This is published on the Test Catalog and internally on PolicySTAT and MediaLab.

## 4. <u>Testing Phase</u>

- o When a delay or difficulty in performing a test occurs, the patient's physician is notified by the laboratory CLS staff.

- o Issues are to be discussed with a Supervisor, Director, or designated personnel available at all times.