

 HAWAII HEALTH SYSTEMS C O R P O R A T I O N <i>"Touching Lives Everyday"</i> Policies and Procedures	<i>Quality Through Compliance</i>	Policy No.: FIN 0524
		Revision No.: N/A
Subject: <i>Outpatient Laboratory Test Orders</i>	Issued by: Corporate Compliance Committee	Effective Date: September 26, 2000
	Approved by: Thomas M. Driskill, Jr. President & CEO	Supersedes Policy: N/A Page: 1 of 2

I. PURPOSE: To properly write outpatient laboratory test orders in accordance with Medicare, Medicaid and other federally funded payor guidelines.

II. POLICY: Outpatient laboratory test orders must be written and include the essential data elements as defined in this procedure. It is the responsibility of the Chief Financial Officer to guarantee adherence to this procedure.

III. PROCEDURE:

A. Outpatient laboratory tests must be processed as follows:

- A standardized laboratory requisition form will be utilized to make sure essential elements are included with each outpatient laboratory order.
- Verbal/phone orders may be accepted in accordance with the Facility's medical staff by-laws and/or rules and regulations. Written confirmation is required within 24 hours.
- Ordering physicians may utilize other forms such as a personalized prescription pad as long as essential elements are present.

B. Outpatient laboratory test orders must include the following elements:

- Name of physician or qualified health professional ordering test(s);
- Address of physician or qualified health professional;
- Phone number of physician or qualified health professional;
- Patient name (last name, first name, middle initial);
- UPIN of physician or qualified health professional;
- Physician or qualified health professional authentication;
- Patient date of birth;
- Patient sex;
- Patient SSN;
- Test(s) ordered;
- Patient demographics including insurance information (if applicable);

- Diagnosis, sign, symptom, and/or ICD-9-CM code associated with test(s) being ordered;
- Client number; and
- Current date.

IV. IMPLEMENTATION:

- A. All staff/physicians will be educated and responsible for:
 - Ordering laboratory tests on the use of the standardized form, and
 - Registering, charging, or billing laboratory services on the contents of this policy.
- B. The Facility Billing Compliance Committee must review the requirements and implementation of this policy on an annual basis.
- C. Mechanisms must be established and implemented so business office personnel may identify intermediary interpretations which vary from the interpretations in this policy. Specific intermediary documentation related to the variance(s) must be obtained and faxed to the Regional Compliance Officer who would report to the Corporate Compliance Officer.

V. DAILY:

- A. Registration and laboratory personnel must review outpatient diagnostic test orders to make sure essential data elements exist. If required information is missing, staff members receiving the outpatient test order must obtain the required information. Every effort should be made to obtain all information prior to services being rendered. However, if patient care or the integrity of the sample are at risk, continue processing of test(s) and make sure required information is subsequently obtained.
- B. Authorized personnel may accept verbal or phone orders providing the following criteria is met:
 - The orders must be signed, dated, and timed by receiving personnel within 24 hours.
 - Local and State regulatory requirements are met.
- C. Outpatient laboratory test orders must be properly filed, accessible, and retained for a period of at least seven (7) years, unless State law or company policy stipulates a longer period of time.

VI. DEFINITIONS:

- Authentication: Requirement of signatures or a computer-secure entry by a unique identifier of a primary author who has approved the entry.
- Qualified Health Professional: Individuals qualified by specific state rules and regulations to order outpatient diagnostic tests.
- Authorized Personnel: Those persons qualified by specific state rules, regulations and facility medical staff by-laws to accept orders for outpatient diagnostic tests.