

LABORATORY TEST ORDERS

Laboratory Requisitions

All specimens submitted for testing must be accompanied by a laboratory requisition with complete information. Delay in patient testing may result if the following information is not provided.

| REQUIRED INFORMATION FOR REQUISITIONS | |
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| <p>Patient Information</p> <ul style="list-style-type: none"> ■ Patient name (last and first name) ■ Date of Birth ■ Gender ■ Address ■ Telephone Number ■ Parent or legal guardian (for patients under 18 years old) | <p>Physician Information</p> <ul style="list-style-type: none"> ■ Ordering physician ■ Address (if outside the Concord area) ■ Phone number ■ Fax number |
| <p>Billing Information</p> <ul style="list-style-type: none"> ■ Name of Insurance Company (in full) ■ Address ■ Phone number ■ Policy number ■ Group number ■ Name and Date of Birth of Subscriber | <p>Diagnosis - ICD-10 Codes preferred</p> <ul style="list-style-type: none"> ■ Required for EACH test ordered ■ Compliance Guidelines dictate that diagnosis meets medical necessity requirements ■ Signs and symptoms appropriate in absence of ICD-10 Codes |
| <p>Tests Requested</p> <ul style="list-style-type: none"> ■ Full test name required (avoid abbreviations) ■ Hand written requisitions should be legible | <p>Specimen Collection Information</p> <ul style="list-style-type: none"> ■ Date specimen was collected ■ Time specimen was collected ■ First and last initial of person who collected specimen |

Laboratory Requisitions

Concord Hospital test requisitions can be obtained through contacting Laboratory Client Services. Client specific requisitions are available upon request.

Add on and Verbal orders

The Department of Laboratory Services is charged with the responsibility for obtaining written authorization from the healthcare provider for all laboratory tests performed. Initial verbal orders and follow up verbal requests for additional testing on previously received samples must be documented in writing. The current diagnosis information must also be updated and authorized in writing by the ordering provider. Contact Laboratory Client Services for Add on requests. Specimens will need to be assessed for stability before an add-on order will be processed.

Order Cancellations

- Tests may be cancelled while specimens are in transit, contact Laboratory Client Services.
- Laboratory staff may cancel tests if specimen does not meet acceptance criteria.

Notification will be made to provider for all cancellations.

TEST REQUEST PRIORITIES

The laboratory provides test turnaround times suitable to the clinical situation in which tests are requested.

Routine/ASAP – Will be collected at morning rounds and then during Routine Rounding times: 09:00, 11:00, 14:00, 16:00 19:00 and 22:00. Orders received after 22:00 will be combined with any Timed orders for that evening/night or with morning orders

Timed Testing - These requests are drawn at the indicated time and performed routine with the next run.

STAT testing – For emergent care only

- Inpatients: Generally drawn and performed within one hour of receipt. Phone all requests for STAT testing to the Laboratory upon order.
- Refer to the STAT priority list for tests available as STAT in the Concord Hospital Laboratory.

STAT TEST LIST

| | |
|---|-----------------------------------|
| Acetaminophen | High Sensitivity CRP (HSCRIP) |
| Acetone | Influenza PCR Panel |
| AFB Smear, by telephone request only | KOH Prep |
| Alcohol | Lactic Acid, Whole Blood |
| Amylase | Lipase |
| AST (SGOT) on children suspicious of Reye's Syndrome | Mononucleosis Screen |
| B-type Natriuretic Peptide (BNP) | Osmolality - Serum and Urine |
| Basic Metabolic Panel | Partial Thromboplastin Time (PTT) |
| Beta HCG quantitative | Phenytoin |
| Bilirubin, Total and Direct - Newborns and Cord Blood | Protein, total - CSF |
| Blood Urea Nitrogen (BUN) | Prothrombin Time |
| Calcium | Quantitative Fibrinogen |
| Carbamazepine | Respiratory Panel by PCR |
| CK isoenzyme | Rotavirus Antigen |
| CBC w/Differential | RSV Antigen |
| CBC without Diff (Hemogram and Platelet) | Salicylate |
| C. Difficile PCR | Serum Pregnancy - Qualitative |
| Cell Count and Differential - CSF and Cavity Fluids | Stool - Fecal WBC's |
| Creatinine | Streptococcus Antigen A |
| CRP | Theophylline |
| Cryptococcus Antigen | Toxicology Screen - Urine |
| D - Dimer Assay | Troponin |
| Digoxin | Type and Screen |
| Direct Coombs - cord blood or transfusion reactions | Urinalysis (Reflex) |
| Electrolytes - Serum or Urine | Urine Dipstick only |
| Fetal Fibronectin | Urine Microscopic only |
| Gentamicin | Urine Pregnancy |
| Glucose - Serum and CSF | Vaginosis Screen |
| Gram Stain | Vancomycin |

REPORTING OF TEST RESULTS

Critical Values

Critical Values will be called directly to the Physician's office during office hours or paged to the "on-call" physician after office hours have ended. Inpatient critical results will be called to the patient's nurse (**except for positive Blood Cultures*). For verification purposes, all critical calls will require a "read back" for documentation. Please refer to the on line Critical Test Value list or contact Laboratory Client Services for information regarding Critical Values. Critical Values are indicated in the test directory for each analyte that has a Critical Value. * Positive Blood Cultures - Laboratory technologist/technician to contact the Call Center, x3345, to arrange for transmission of a text message **to a clinician or that clinician's on call coverage** for each initial positive culture.

STATS

STAT results will be called directly to the Physician's office.

Messenger Transport/Courier

Completed Laboratory reports will be delivered to the appropriate location Monday through Friday at the time of specimen pick-up. Friday afternoon results will be delivered Monday morning.

Electronic Medical Records

Laboratory results cross electronically through interfaces upon result.

Request for Phone/Fax Reports other than STAT

If verbal or faxed reports are needed for other than STAT work, this should be noted in the space provided on the Laboratory requisition. Laboratory Client Services will confirm all unknown fax numbers prior to faxing to that location.

Notification of Clinicians When Testing is Delayed

In the event that result reporting exceeds the stated turnaround times, due to a system downtime, equipment failure or other unforeseen delay and patient care may be impacted, formal notification to Clinicians via a Concord Hospital Systems Stakeholders message will be done. Downtime processes will be implemented and followed in accordance with the LIS Downtime Procedures.