

**ARNOT HEALTH  
POLICY & PROCEDURE MANUAL**

**POLICY #:** LS.PAL.0054  
(previously VII.i.1025)  
**TITLE:** VERBAL ORDERS

**Page 1 of 2**

**DATE OF ISSUE:** 4/21/05  
**DATE(s) OF REVISION:** 8/10/16; 7/11/18; 8/2/18  
**DATE(s) OF REVIEW:** SEE LAST PAGE

**APPROVAL:** Dr. Lenhardt, MD, PhD 5/25/05  
Noemi Bentley, MT 4/21/05

**FACILITIES COVERED:**  AOMC     AMS     SJH     IDMH

**OWNER(S):** LABORATORY, CLA SUPERVISOR

---

---

**PURPOSE:** To provide consistency of procedures in handling verbal orders from healthcare providers for patients coming in without a written order and /or additional testing on previously drawn specimens.

**PROCEDURE:**

- 1) Add-ons
  - a) Out-Patients:
    - i) Check the patient's laboratory computer test record in Sunquest to determine if a specimen is available for add-on.
    - ii) If the specimen tube requirement on the computer is correct, fill out a verbal order form and ask the caller to fax you another requisition for the add-on test. Let the caller know to write 'add-on to date of collection (8/14/16)' available blood on the requisition.
    - iii) Read back the information you have written on the verbal order form to the person on the phone and remind the healthcare provider that the verbal order should be followed by a signed written requisition faxed to us within 48 hours.
    - iv) Make sure that the test is being added to the same accession number of the available specimen. Give the label to the responsible tech. He/ she will pull out the specimen to run the test. If specimen quantity is not sufficient, the healthcare provider must be notified, and the test cancelled with appropriate cancellation comment on the computer.
    - v) Place the completed verbal order form in the file for 'unresolved issues' on the registration clerk's counter. This form has to stay in this file until a faxed requisition has been received. Follow up with the office may be needed.
    - vi) After receipt of the faxed requisition get the Verbal Order Form from the file and check to make sure all the information matches. Call the physician's office with any discrepancy.
    - vii) Scan both add-on requisition and verbal order form into Soarian on the date of record when the original requisition and specimen was drawn.
    - viii) File both forms in the day's folder when the original specimen was drawn and staple them to the original requisition.
  - b) In-Patients:
    - i) Check the patient's laboratory computer test record in Sunquest to determine if a specimen is available for add-on.
    - ii) The person on the phone will let you know what test(s) have been done earlier so then you can already decide whether it is possible to do an add-on from the previously collected specimen tube.
    - iii) If the specimen tube requirement on the computer is correct, tell caller to order test electronically 'specimen available in the lab'. This way, the label for this test will print on the printer in accessioning by the pneumatic chute. Do not use this label.
    - iv) Add or merge the add-on test to the original accession number. On the 'modifier field', type ';addon' and another label should print for you with the word 'addon' indicated on the

**ARNOT HEALTH  
POLICY & PROCEDURE MANUAL**

**POLICY #:** LS.PAL.0054  
(previously VII.i.1025)  
**TITLE:** VERBAL ORDERS

**Page 2 of 2**

- 
- 
- label. Cross off the other tests on the label as these have already been processed or ran, so that the tech knows what test has been added. Take this label to the tech.
- v) Cancel the 1st label that was ordered by the floor and enter the cancellation code 'ADDON' which means the test has been added to the original accession number.
  - vi) Once the add-on label is delivered to the tech, the tech will make the determination whether the quantity of the sample available is sufficient to run the test(s). If not, the tech must notify the floor so that a new sample could be recollected, or whatever the doctor decides to do at that point.
  - vii) The tech must cancel the test with proper cancellation documentation on the computer, including the person on the floor she/ he has notified on the phone.
- 2) Patient Coming In Without A Written Order:
- a) Occasionally, a healthcare provider will call the laboratory informing us that a patient will be coming to us for a laboratory procedure without a written requisition.
  - b) Fill out a Verbal Order Form in its entirety.
  - c) Remind the healthcare provider to fax a signed written requisition within 24 hours or the next business day.  
Note: If a faxed requisition has not been received and the doctor is AMS, check ECW for the order.
  - d) Take the completed Verbal Order Form to the Lab registration clerk. Make a photocopy. One copy to be placed in the verbal order file by the Lab registration clerk's area. The other copy to be tubed up to OP Phlebotomy with instructions to the CLA that a patient will be coming in for a lab procedure but will not have a requisition with her/him.
  - e) The CLA should get more complete demographics on the patient and this information should be added to the Verbal Order Form. A copy of the insurance, if not self-pay, should be stapled to the Verbal Order Form.
  - f) The CLA should tube down the specimen and the Verbal Order Form together to the Lab.
  - g) The Accessionist will give the Verbal Order Form to the Lab registration clerk to check if a faxed requisition has been received. If so, this should be stapled to the other copy of the Verbal Order Form in the verbal order file. If the requisition has not been faxed, retain only the copy of the Verbal Order Form from the CLA who drew the patient since this will more likely have complete demographic information. Discard the extra copy of the form that was placed in the verbal order file. The CLA clerk can go ahead with the registration and test order entry so that the Tech can have a computer generated label.
  - h) The CLA registration clerk must follow up receipt of the requisition from the doctor's office within 24 hours or the next business day. Requisition and verbal order must both be scanned in Soarian.

Written By: Noemi Bentley, CLA Supervisor 4/21/2005  
Reviewed By: Dr. Terence Lenhardt, Medical Director 5/24/2005

**Annual Review:**

Noemi Bentley 1/1/06; NB 1/12/07; NB 7/7/08; NB 7/2/09; NB 8/3/10  
NB 8/2/11; NB 8/8/12; NB 8/6/13; NB 8/11/14; NB 8/5/15; NB 8/10/16  
NB 1/25/17; NB 11/10/17; NB 03/07/18

Revised By: NB 8/10/16 to include scanning of both add-on requisition and verbal order in Soarian  
NB 8/2/18 (#2 h) changed 48 hours to 24 hours or the next business day)