

Laboratory Services

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. Add on requests for CHMG providers should be placed as an add-on "AD" status when ordering in the medical record. Specimens will need to be assessed for stability before an add-on order will be processed. Concord 603-227-7050. Laconia and Franklin 603-524-3211 extension 3200.

Order Cancellations

Tests may be cancelled while specimens are in transit, contact Laboratory Client Services.

Laboratory staff may cancel tests if specimens does not meet acceptance criteria. Notification will be made to the provider for all cancellations.

Notification of Clinicians When Testing is Delayed

In the event that results 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 System Stakeholders message will be done. Downtime processes will be implemented and followed in accordance with the LIS Downtime Procedures.