TriHealth Laboratories
UNCLEAR OR MISSING ORDERS

If an order is submitted for a test that is not offered, defined, or recognized by TriHealth Laboratories, the physician must be called for clarification and written authorization. He/she must indicate the specific test(s) requested, using terminology recognized by the American Medical Association's current edition of the CPT (Current Procedural Terminology) book. The same procedure must be followed if the laboratory receives a specimen from an outside client without a test order. **Laboratory employees may not substitute tests, add tests, or interpret orders for the physician.**

Examples of orders that are unclear, ambiguous, subject to interpretation, or not offered by TriHealth Laboratories include Cardiac Profile, Chem 20, Chem Profile, Coag Studies, Liver Enzymes, Renal, Thyroid Profile, etc.

PROCEDURE
1. Call the physician's office and inform them that a test order is missing or needs to be clarified by the physician. (Fax a copy of the unclear order to them for reference if needed.)

2. The physician or authorized office staff member has several options:

    a. The physician can write the order clarification on the copy you faxed to them and then return the fax to you. If this occurs, document on this fax copy the date, the name of the person providing the information to you, and your name.

    b. The physician can fax a new prescription, order form or requisition containing clear orders and all appropriate information (as defined in the "Outpatient Orders" procedure).

    c. The physician can give you a verbal order or test clarification. Complete a "Verbal Order Confirmation" form with all appropriate information. After writing the test requested, be certain to **READ IT BACK** to the caller to verify that the order is correct. Fax the form to the caller with instructions to verify and complete the information, sign it and return it to the Lab immediately.

3. DO NOT order the test in Sunquest until proper documentation has been obtained. For further guidelines, refer to "Unavailable Order Information" procedure.

4. Unless scanned to the Epic Media Tab, keep all faxes or Verbal Order Confirmation forms as written authorizations of each test request or modification. Staple this documentation to the original orders. File appropriately at each site.