

Policy #:	312 (PLH-312-001)	Effective Date:	10/21/2014	Reviewed Date:	8/1/2016
Subject:	ADD ON ORDERS (Including Verbal Requests)				
Approved by: Laboratory Director, Jerry Barker (electronic signature)					
Approved by: Laboratory Medical Director, Mark P. Burton, MD (electronic signature)					
Approved by: Affiliate Lab Medical Director, Chris Giampapa, MD (electronic signature)					
Approved by: Affiliate Lab Medical Director, Paul J. Sims, MD (electronic signature)					
Approved by: Affiliate Lab Medical Director, F.E. Williamson, MD (electronic signature)					

ADD ON ORDERS (Including Verbal Requests)

Add on orders, including verbal requests for patient testing, must be followed by electronic or written authorization (Add On Form or Lab Requisition) ideally within 48 hours but no longer than 14 days. Call Response will log in the request, for the add on or verbal order, and monitor to ensure authorization is received. If not received after 14 days, Client Maintenance should be contacted to help retrieve the authorization. Verbal or phone orders must be read back to verify accuracy of order. The authorization (Add On Form or Lab Requisition) must include patient's name, patient's date of birth, identifying account number if available, ordering provider and provider's address (if different than JMCGH), test requested, and time and date of collection. Diagnostic information must be submitted or available to obtain in medical record. If requested order is not clear, physician will be contacted to clarify the order.

It is recommended a new specimen be provided unless circumstances warrant otherwise. Add-On orders must be made by a provider credentialed to provide care in the facility the test is provided and the order must be documented during the encounter and in that encounter's medical record. An order can be "added on" in the event the requesting provider is the same provider in the medical record for that account. In the event the requesting provider is different a new account number must be generated.