

Requests/Reporting

Fax Requests

The ordering physician can request faxed reports. Reports are faxed from the laboratory computer after all tests are completed. Faxed reports are always followed up the next day with computer generated outpatient reports.

Information Management Services

The Laboratory Medicine Department provides a variety of reports that can include clinical data retrieval (ie, organism infection control reports can be printed for review for your group or facility).

Indiana Regional Medical Center has the capability to set up a link to the physician office. The Patient Care Inquiry System provides immediate access to any laboratory data, as well as other clinical information.

Policy for Requests

Requests for laboratory tests are to be made on the order of a physician licensed to engage in the treatment of patients. Test requests may also be received from the coroner's office, police departments, and businesses for legal, insurance, or pre-employment purposes.

Requisitions can either be paper or electronic in form. All data on the requisition forms should be accurate and legible. Whenever possible, include information which would help clarify the intent of the request.

All requisitions will be entered into the computer and must include the patient's name, date of birth, Social Security number or medical record number, diagnostic information, ordering physician, procedure requested, and date and time of specimen collection. All requisitions must be stamped with time and date of receipt in the laboratory using the time clock provided.

Verbal requests for laboratory work on outpatients are only permitted if written authorization is received within 30 days. Laboratory office staff must follow-up with the physician to obtain a signature on all verbal orders.

Procedure for Requests

Requests for laboratory work on inpatients will be entered into the computer by nursing personnel. The request is electronically transmitted to the laboratory. The following information is required:

- *The Procedure:* Please make sure the correct mnemonic is used for the test. Many tests have similar names/ mnemonics and a "look-up" function is available in the computer.
- *Ordering Physician:* The physician of record and the physician ordering a particular laboratory procedure are not always the same.
- *Special Timing Requirements:* Priorities have been established to facilitate reporting.
 - STAT:* Specimen will be collected within the next 15 minutes and results will generally be available within 1 hour after collection. STATs cannot be ordered for a future time.
 - Urgent:* Specimen will be collected at a specified time and results will generally be available within 1 hour after collection. Use this priority for timed collections.
 - Routine:* Specimen will be collected on the next routine collection rounds and results will generally be available within 2 to 3 hours after collection.

Requisitions for outpatient laboratory work are usually brought to the laboratory by the patient or faxed to the laboratory prior to the patient's arrival. The phlebotomist will enter the order into the computer after the patient registration is complete. Requests for called or faxed reports must be written on the requisition by the physician.

Requisitions for laboratory work on non-patients (delivered specimens) must accompany the laboratory specimen. These requisitions are required to have patient insurance information. These specimens and requisitions will be picked up by courier and delivered to the laboratory. Laboratory staff will enter registration data based on the information contained on the requisition.

Specimen Transport

Courier services are available Monday through Friday. A pick-up time will be set to transport specimens.

STAT Requests

For STAT requests, results of laboratory tests can be telephoned or faxed to the ordering physician's office as soon as the testing is complete. Special instructions should be written on the test requisition.

Test Reporting System

Laboratory test results are printed on single-sheet paper report forms and routinely provided to clients by courier, mail, or remote report printing, where available. The test report form provides comprehensive test information including diagnostic guidelines, test-reference ranges, and suggested interpretation of the test results. HIV test results are not routinely provided by telephone or remote printer. Please call (724) 357-7160 for the necessary authorization forms and procedure guidelines.