**Confirmation of Unclear Written Laboratory Orders**

**Name of Policy:**

**Policy Number:** 3364-107-119

**Department:** Pathology-Laboratory

**Approving Officer:** Chief Executive Officer-UTMC
Director, Clinical

**Responsible Agent:** Pathology/Hematopathology
Administrative Director, Lab

**Scope:** Pathology-Laboratory

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**Effective Date:** 2/10/2017

**Initial Effective Date:** 2/26/2009

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(A) **Policy Statement**

The laboratory must have clear and concise orders in order to perform correct testing.

(B) **Purpose of Policy**

To ensure that patients receive correct testing and proper care.

(C) **Procedure**

1. Laboratory will perform tests only when orders are clearly legible.

2. If written request is not legible the laboratory staff will notify ordering physician or designee and ask for verbal clarification of orders.

3. These verbal orders must be read back in their entirety to ensure accuracy of transcription. The laboratory staff member will document time, date, and name of person giving orders.

4. Laboratory staff will document all the above information on the original order request.

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**Approved by:**

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**Review/Revision Completed By:**

Cynthia O’Connell – Administrative Director - Lab

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**Review/Revision Date:**

5/1/2011
3/1/2013
2/20/2015
2/10/2017

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**Next Review Date:** 2/10/2019

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**Policies Superseded by This Policy:** OP-08-B