


Name of Policy: Written Confirmation of Verbal Orders		 Effective date: 1/4/2025 Original effective date: 1/9/1991	
Policy Number: 3364-107-108			
Approving Officer: Medical Director, Clinical Pathology			
Responsible Agent: Director, Clinical Pathology Administrative Director, Laboratory			
Scope: Pathology Laboratory University of Toledo Medical Center			
Key words: Verbal order, written confirmation, add-ons, authorized person, laboratory.			
<input type="checkbox"/>	New policy proposal	<input type="checkbox"/>	Minor/technical revision of existing policy
<input type="checkbox"/>	Major revision of existing policy	<input checked="" type="checkbox"/>	Reaffirmation of existing policy

(A) Policy statement

The laboratory must have electronic or written confirmation of all verbal orders prior to testing.

(B) Purpose of policy

To ensure the correct testing is performed on the correct patient.

(C) Scope

All UTMC laboratory orders.

(D) Procedure

1. The laboratory may perform tests only upon written or electronic request by an authorized person.
2. If verbal requests are accepted, written authorization for the test must be faxed or transmitted electronically to the laboratory immediately.
3. Verbal requests and orders must be read back in their entirety to ensure accuracy of transcription.
4. Any of the UTMC draw sites including OPD, Medical Pavilion, Comprehensive Care Center, and Dana Cancer Care Center must have a written lab request sheet clearly marked: "WRITTEN CONFIRMATION OF VERBAL ORDERS." Orders must have the date the orders were called.
5. A verbal request for "add-ons" of tests to specimens already in process in the laboratory must be followed by either a written request faxed to the Central Office or by submitting an electronic order. A comment for the "add-on" test must be entered in LIS stating that it was added per and the physician's name.

<p>Approved by:</p> <p>/s/</p> <hr/> <p>Name: Amira Gohara, M.D. Title: Medical Director, Clinical Pathology</p> <p>1/10/2025</p> <hr/> <p>Date</p> <p><i>Review/Revision Completed by:</i></p> <p><i>Joshua Otiso, Administrative Director, Lab</i></p>	<p>Policies Superseded by This Policy:</p> <ul style="list-style-type: none">• <i>OP-08</i> <p>Initial effective date: 1/9/1991</p> <p>Review/Revision Date: 1/4/2025</p> <p>Next review date: 1/4/2027</p>
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