**Policy Statement**

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

**Purpose of Policy**

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

**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.

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