

## UTMB Ambulatory Operations Policy and Procedure Manual

<b>Section</b> UTMB Ambulatory Operations	<b>Page</b> 1 of 2
<b>Policy</b> C32 Providing Non-UTMB Laboratory Services to UTMB Patients	<b>Effective Date:</b> 8/1/2004
	<b>Last Review Date:</b> 7/23/2012
	<b>Revision Date:</b> 9/7/2012
	<b>Author:</b> UTMB Ambulatory Operations

### PROVIDING NON-UTMB LABORATORY SERVICES TO UTMB PATIENTS

- PURPOSE** To provide guidelines for handling patients who request laboratory services to be performed outside of the UTMB Clinical Laboratory.
- POLICY** The UTMB Ambulatory Clinics will not act as a drawing station for non-UTMB physician practices if a non-UTMB Reference Lab is to receive the samples/specimens; however, the UTMB Ambulatory Clinics will facilitate patient sample/specimen collection in the event an outside reference lab needs to receive the samples/specimens from a UTMB patient.
- PROCEDURES**
- I. Category: Courtesy Lab/sample collection. Patient directed to a UTMB Ambulatory clinic for the purpose of a “Courtesy Lab” draw/sample collection, and the UTMB phlebotomist, shall follow this guideline:
    - a. All patients with paper, non-UTMB lab requests (QUEST, LabCorp, and ARUP) must have lab requisition order form in hand.
    - b. The lab form must be properly filled out or no further service can legally be provided.  
The lab form must include:
      - § Physician’s name & NPI# if the Physicians/provider’s name is not printed on the lab form
      - § Correct diagnosis, CPT code as needed
      - § Correct date and time of collection
      - § At a minimum, the initials of the collector (full name recommended)
      - § Correct (and verified by UTMB staff) billing and/or insurance information. A copy of the insurance card to accompany the lab form is recommended as well.
    - c. Phone Orders must be made with enough

## UTMB Ambulatory Operations Policy and Procedure Manual

<b>Section</b> UTMB Ambulatory Operations	<b>Page</b> 2 of 2
<b>Policy</b> C32 Providing Non-UTMB Laboratory Services to UTMB Patients	<b>Effective Date:</b> 8/1/2004
	<b>Last Review Date:</b> 7/23/2012
	<b>Revision Date:</b> 9/7/2012
	<b>Author:</b> UTMB Ambulatory Operations

advance time for the written order to be sent by courier – or fax - to designated clinic. If the sample collection (performance of the lab test) is urgently needed, the nurse supervisor of the clinic sending the patient needs to contact the designated/receiving clinic for specific arrangements.

- d. If lab orders are placed in EPIC (UTMB EMR), then make sure these lab orders are placed as ‘future orders’.

II. Category: Courtesy Point of Care Tests (POCT) that are performed in a clinic outside of the ordering physician/provider’s Clinic.

- a. Patients and phlebotomists shall follow this guideline:

1. In some POCT, such as Protimes (PT INR), there is concern that the patient’s physician/provider may not be immediately available to receive and respond to the results.

- § Finger sticks for Glucose, Protimes (PT INR) and rapid Strep screens should be collected/performed in the clinic of the patient’s physician/provider. This ensures proper interpretation, evaluation and treatment.

- § Urine dips or urine pregnancy test could be collected and performed as a courtesy, but the patient’s ordering physician/provider must be present in the clinic sending the patient in order to receive faxed results (to avoid verbal phone results).