

Title: Self-Requested Laboratory Testing	
Related Policies and Procedures: None	
Created Date: 2016.05.09	Applies To: Lab, MMR, Nursing, Clinicians, Medical Assistants

General Guidelines/Directions:

Purpose:

Asymptomatic OSU Students may order self-requested screening lab tests under SHS protocol without being seen by a nurse or clinician. Order frequency is limited to once per month for CT/GC, HIV, and RPR. Patients reporting symptoms or a known exposure will be referred to medical records to make appointment to be evaluated by a clinician.

The test menu is limited to:

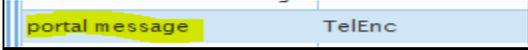
- Chlamydia/Gonorrhea **(Dx Z11.3)** – Urine (Males), Vaginal, Rectal, and Pharyngeal
- HIV **(Dx Z11.4)**
- Syphilis, RPR **(Dx Z11.3)**

Students may request testing via the portal or they may walk-in to the laboratory unscheduled.

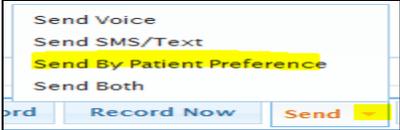
Patient Portal Request

1. Patient logs into the patient portal and:
 - A. Click Medical records “Lab/X-ray Result(s)”
 - B. Click 
 - C. Select lab tests from the Category box and click Submit.
2. Message is sent to the Lab and s Web Encounter is generated.
3. Lab staff reviews the web encounter/lab request and verifies that self-requested CT/GC, HIV, and RPR has not been performed in the last month.
4. Verify insurance/eligibility information.
5. Requested labs are ordered under the virtual visit tab within the web encounter (If patient has OHP/IHN labs are ordered for Quest Laboratory).

6. Click the “messenger” button: 

7. Select: 

8. Click the drop down arrow on the “Send” button and select “Send by Patient Preference”

- A. 

- B. Click: 



D. Select the appropriate message

E. Click "OK"

F. Click "Send"

55	Self ordered Lab request - STI
56	Self ordered Lab request - hCG
57	Self ordered Lab request- declined

9. Time Stamp and Select action taken:

A. 

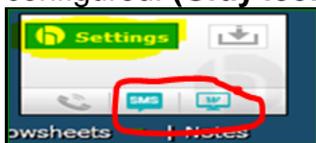
B. 

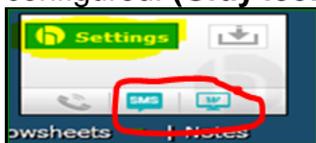
10. Patient is sent instructions to come directly to the laboratory during normal clinic hours if they qualify for testing.

11. Patient is sent a message that they currently do not qualify to self-request labs, and they are instructed to contact SHS Medical records to schedule an appointment with a clinician if they feel testing is needed.

Lab Walk-in Self-Requested Testing - (Create Web Encounter)

1. When patient presents at Lab they are asked to provide photo Identification; and is asked the reason for their visit.
2. Lab looks patient up in eCW and is given written facts regarding testing to read and a questionnaire to complete. (Questions are as Follows)
 - A. Have you had CT/GC, HIV, or RPR testing within the last month?
 - B. Have you been notified by a current or recent partner that they tested positive for and STI?
 - C. Are you currently experiencing unusual discharge, burning or frequent urination, or have a new genital skin lesion?
 - D. Do you acknowledge that Oregon State Law requires us to confidentially report positive results to Benton County Health Department?
3. Lab will review previous labs to verify that CT/GC, HIV, RPR has not been performed in the last month.
4. Lab reviews completed questionnaire.
 - A. If patient has answered "NO" to question A, B, and C the patient qualifies for testing.
 - B. If the patient answers "Yes" to A, B, or C lab staff will refer patient to Medical Records to schedule an appointment with a clinician.
5. Review patient's lab tab to see if testing has been ordered via Patient Portal request.
 - A. If lab orders are present create a Lab, Lab appointment.
6. If lab order(s) have **NOT** been created initiate a "New Web encounter" with Connie Hume-Rodman as the Provider.
7. Verify patient demographics, check Billing Alerts, and configure messenger "**Settings**" if not set up.
 - A. If Phone icon/ or SMS are highlighted in **Aqua** then Messenger has already been configured. (**Gray icon's mean – messenger needs to be configure**)



B.  (This example shows SMS configured)

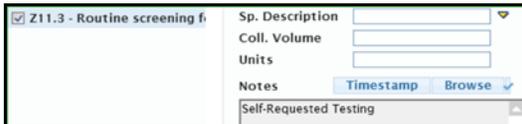
C. To configure messenger click on Settings, Messenger Configuration, select either Voice or SMS, verify the patients phone number, select "All" under reminders, in note section enter date of configuration & your initials, and click "save".

8. Verify current insurance, if none listed ask if they have Insurance they would like us to file.
 - A. Copy insurance information (card & get parents DOB if insured under parent)
 - B. Patients with OHP/IHN need to sign waiver & have scanned to Insurance documents.
 - C. If they don't have card with them, give student the preprinted card with the email address for the Ins/Billing office Insurance.documention@oregonstate.edu - have them send copy of card (front & back).
 - D. Have patient sign current AOB for the year and scan to patient Insurance documents, time stamp, and address. **(when time permits)**
 - I. If time is limited due to busy lab, send patient to the billing/insurance office to provide current insurance information, sign AOB, and OHP waiver if needed. (Patient instructed to return to lab when done)
9. Under Reason enter in **Self-requested labs**.
10. In the message section of the web encounter - select "Browse tab", under "**Find**" type in "**S**" and select the "**Self-Requested lab tests**" and a note will populate into the message section of the web encounter.
11. Click on the "**Virtual visit**".
12. Click "**Assessment**" enter ICD-10 code(s) and click on the lab Icon, and enter lab order(s) making sure to link them with the appropriate ICD-10 code.
13. After all tests have been ordered click on the (...) next to each future order.

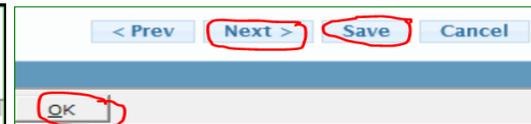


A.

14. **Lab window opens:** click in the box just below Notes then click on "**browse button**", type "**S**" and click on the "**self-requested testing**", then click "**Ok**" and "**Save**".
 - A. If there is more than one lab test click "**Next**" and repeat until the note has been inserted in each lab order then click "**Save**", "**Ok**", then at the top right corner of the Assessment window click on the "**X**".



B.



15. Click on **Message** tab to exit virtual visit and return to main section of the **Web Encounter** and click into Action Taken Box as seen below.

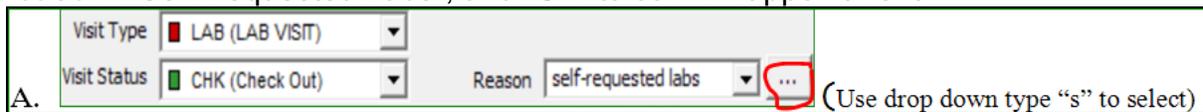


A.

- B. Click **Time Stamp** button, then click **Action taken**, under **Find** type "**L**", select "**Labs ordered**", then "**ok**" to close web encounter.

Create Lab, Lab Appointment

1. **Enter Provider:** Connie Hume-Rodman, **Visit Type:** LAB, **Visit Status:** CHK: (Check Out), **Reason:** "Self Requested Labs", and "**Ok**" to confirm appointment.



A.

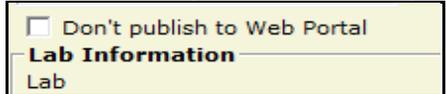
2. While still in the Resource Schedule double click on the appointment that was just scheduled, and perform Eligibility check for their insurance.
3. If the patient has OHP/IHN (Pt signed a waiver) place Billing note "**OHP waiver signed**" and

select "Ok" to close and accept scheduled appointment. (scan the OHP waiver to patient insurance documents)

4. Return to the Daily Schedule; double click on patient name to open the lab progress note.
 - a. Click on Templates button at the bottom to open Templates, select the appropriate template or both templates if Pregnancy test has also been requested.
 - b. Click on (one or both) templates then click on **MERGE Template**, click **Close** to insert template into the lab note. "**LAB: Self-Ordered**"
 - c. Document patient's answers from the questionnaire then transfer lab orders from eCW to Harvest.
 - d. If patient did not qualify for testing based on questionnaire refer to Medical records to schedule an appointment and document that the patient was referred.
5. Collect Specimen(s); verify patient's name and DOB prior to labeling samples.

Reporting Negative/Non-reactive Test Results

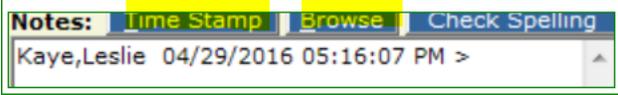
1. Verify that results have successfully transmitted from Harvest into eCW.
2. Uncheck the "Don't publish to Web portal" box if results are negative.



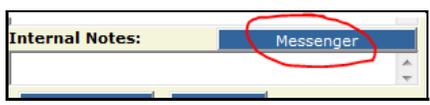
3. Assign to lab, lab



4. Under Results Enter :



5. Under Notes: Enter Time stamp & select Browse; Type "M" in the find box then select "Messenger" to insert note regarding notification.
6. Click on the "Messenger" button and Select Labs Published on Portal



Template	MsgType	CreatedBy
DI published to portal	Labs	adamasma
Normal Lab Report	Labs	williss
Lab published on Portal	Labs	williss

7. Click the arrow next to "Send" button and select "send by patient preference", this will send notification to patient that labs were posted to their portal.



8. In the Lab Results window set the status to "Reviewed".



9. Click the "OK" box at the bottom of the window which completes process.

Positive/Reactive Test Results

1. Assign Positive Chlamydia results to Nurse, Nurse for follow up.
2. Assign Positive Gonorrhea results to Dr. Connie Hume-Rodman, or designee for follow up.