

## Follow-up Requests to Support Verbal Orders

### 1. Verbal Orders occur during the following circumstances:

- Add-on tests for samples that are already in the Lab.
- Clarification of ambiguous orders - even though the laboratory staff may have called you to clarify an order, a new order is often needed because the original order does not contain the correct order.
- Specimens that arrive in the lab without orders - if the lab calls you to obtain an order for a specimen that arrived in the lab without an order, or with the only test order - written on the specimen container.
- Changes to the original order - which is telephoned, into the lab.

### 2. What is Needed from You:

- We need for you to send a Faxed order to the area of the lab where the verbal order was given, regardless of who initiated the contact, or to wherever you may have been instructed to send the order. [the Laboratory has a formatted order for "Follow-up orders" - see next page] Use of this formatted request form identifies the order as a follow-up order for a specimen that is already in the lab.
- Indications, diagnosis or ICD-9 codes need to be submitted for all government funded health care programs, to establish Medical Necessity. (see bulletin on establishing medical necessity) Multiple indications should be submitted when necessary.
- Formatted order sheet can be faxed to your office - if you request it at the time of the verbal order. It can be completed and faxed back to the fax number on the request.
- Added/changed/verbal orders without appropriate diagnosis - may result in denial of payment by Medicare, and require an ABN to be submitted. (Check the National Coverage Decision policy list from Medicare)

*Version 2, October 2002*

*Reviewed March 2010*

*\* See Written Request to Support Verbal Orders Form on next page.*