



LINCOLN COMMUNITY HEALTH CENTER, INC.

1301 Fayetteville Street • P.O. Box 52119
Durham, North Carolina 27717 – 2119

SUBJECT: Diagnostic Order Processing and Tracking Procedure

EFFECTIVE DATE: 3/2012

REVISION DATE: 4/2013; 5/2013; 11/2013; 5/2015; 9/2019; 5/2022

REVIEWED DATE: 7/2017

PURPOSE:

- Lincoln Community Health Center (LCHC) ensures appropriate follow-up for diagnostic order processing and tracking in compliance with evidence-based best practices and applicable regulatory guidelines.
- The Electronic Health Record (EHR) used by LCHC allows for tracking and monitoring of all diagnostic orders within the EHR system and includes all required and relevant data for the diagnostic order within the specific patient's medical record.
- LCHC maintains applicable agreements as necessary for diagnostic services and vendors.
- LCHC maintains an alert system for critical lab values and other urgent diagnostic order results. Details on this process can be found in the **Critical Results, Normal and Abnormal Test Value Reporting** procedure.
- All pertinent diagnostic tracking activities are documented and maintained as part of the patient's medical record through use of the EHR as outlined in the procedure below.
- As per the LCHC **Risk Management Policy**, the LCHC Board of Directors has delegated oversight of the Diagnostic Order Processing and Tracking Procedure to the CEO, or delegate. The CEO delegates procedure maintenance and compliance to the Chief Medical Officer and the Quality Improvement Committee.

PROCEDURE:

- A. LCHC Diagnostic orders for tests done at Duke Regional Hospital (DRH) and Duke University Hospital include, but are not limited to, Laboratory, Radiology, Nuclear Medicine, and Special Services.
- B. Orders for diagnostic tests, i.e. US-ABDOMEN, are entered in EHR and at time of ordering, go to Schedule Orders work queue.
Note: Some orders also require completed paper form. When completed, form is received from provider, and the Referral Team processes the order that day.
- C. The Referral Team works the Schedule Orders work queue daily.
- D. Diagnostic tests are transferred from LCHC work queue to the correct DRH work queue [DRH All Imaging (17053) or Duke Regional Special Services (16525)].
 - For orders placed with facilities outside of the Duke system, the Referral Team forwards the order to the appropriate facility, as indicated.



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- As necessary, the Referral Team will mail a letter to the patient to notify them that their referral has been processed and forwarded to the referral facility, providing the patient with contact information for the facility.
- E. Referral locations contact the patient, schedule the patient, and provide all necessary appointment information and test preparation instructions. (For some orders, the Referral Team will call to schedule and notify the patient.)
- F. In the event that DRH is unable to contact the patient to schedule, the order is transferred by DRH back to the LCHC Schedule Orders Work queue with notes as to why not scheduled, i.e. “unable to contact patient, order needs correction, diagnosis issue, etc.” Follow-up for those transferred back to work queue are worked daily.
- As needed, external facilities will contact LCHC Referral Team regarding referrals that cannot be scheduled.
- G. In the event that a patient does not keep the scheduled appointment for an order (cancel or no-show), the order is deferred. These are worked daily.
- H. Patients with BC/BS Insurance number starting with BPF or YPJ, these orders are sent to UNC for processing.
- I. Patients without insurance will first have diagnostic orders sent to PADC, as appropriate, then UNC if the order is denied or as necessary.
- J. Notes of order processing or deferring are entered in EHR in notes so staff can see where it is in the order process.
- K. Laboratory tests are ordered and results received by the ordering provider directly to the EHR In-basket results folder.

TRACKING PROCESS:

- A. Diagnostic orders tracked include:
- Cardiology: Echo, Cardiolute® Stress Test, exercise tolerance, Holter monitor, stress echo
 - Pulmonology and neurology: PFT, EMG/NCS
 - Radiology: CT, MRI, US, Nuclear Medicine, etc.

Note: For Cancer Screening tracking, see separate related procedures

- B. All outstanding diagnostic orders are followed-up from the work queue on a daily basis
- C. The Referral Team follows up on all orders transferred back to work queue daily.
- a. Contacts provider for correction of order, diagnosis, etc., as necessary
 - b. If unable to contact patient, documents in the order.
- D. The Referral Team defers the order for one year from order entry.



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- E. As LCHC shares an EHR with Duke, providers have access to Duke reports and thus can retrieve reports for LCHC patients.

- F. The ordering provider reviews and signs off on all laboratory results/reports in the EHR “In-basket” results folder in a timely manner, and notifies the patient of the results based on the **Critical Results, Normal and Abnormal Test Value Reporting** procedure.

PREPARED BY: *Lisa Lovelace* DATE: 6-1-22
Lisa Lovelace, MS, RHIT, HIMS Supervisor/Privacy Officer

APPROVED BY: *Kristin Ito* DATE: 5/13/22
Kristin Ito, MD, MPH, Chief Medical Officer

APPROVED BY: _____ DATE: 06/06/2022
Juliana Hodges, DNP, RN, CPNP-PC, Quality Improvement & Risk Management Director