

Legacy Laboratory Services

Legacy Lab Alert

Spring 2019

An Important Update from Legacy Laboratory Services

LLS Patient Service Center Update

No Orders Workflow

When a patient presents at one of our patient service centers, a valid order must be available to PSC staff before the patient can be served. As the number of patients presenting without a valid order has increased, the wait times for all patients has increased as well.

To provide optimal service for those patients with valid orders, patients presenting without valid orders will be referred back to their provider.

Please note that every effort will be made to find orders in our system or pending order entry if faxed. However, when these efforts fail, a completed copy of the form below will be provided to the patient:



Date: _____

We apologize, but we are unable to serve you today without a physician's order.

Please do the following:

- Contact your physician's office at _____ and let them know you do **NOT** have a laboratory order at **Legacy Laboratory Services (LLS)**
- Ask to have order(s) sent to Legacy Laboratory Client Services.
- Allow 48 hours for clinic/provider to send order(s) to LLS and for order to be processed
- Call LLS Client Services at (503)413-1234 (toll free 1-877-250-5566) to make sure we have a laboratory order before returning to draw station
- If you have dropped off a specimen at the laboratory without an order, it is important to contact your physician right away. If orders are not received in time, you may need to recollect the specimen.

Sincerely,
Legacy Laboratory Services

We appreciate your understanding as we work toward a process to better serve all patients. Please see the next page for additional information that will help assure a positive PSC experience for your patient. For questions or concerns, please contact your account representative or Sharon DeCicco, Director of Laboratory Business Operations. Ph: 503.413.5083



How to help your patient have a successful lab visit

- Routine future orders should be placed for the patient at least 24 hours before patient is sent to the lab. Please note that one time future orders expire in 90 days.
- Recurring orders must include a duration (maximum 12 months) and a defined frequency which meets medical necessity.
- Same day orders: If the patient will be sent to the draw station on the same day as the clinic visit, please give the patient a copy of the lab orders. You do not need to fax a copy of the order to the laboratory as well.
- Same day orders without clinic visit: Please call client services if you have faxed an order and patient is on their way to a PSC. Client services will locate and process the order promptly.
- Orders must be faxed to Legacy Laboratory Client Services:
 - ✓ Portland Metro/SW Washington (503)413-5048 or (800)494-0252 (toll free)
 - ✓ Eugene (541)242-8050
- For EMRs and other systems capable of transmitting orders to our PSC database, the order must be designated as external lab collect.
- Each order –printed, electronic or faxed – must include the following:
 - ✓ Valid ordering provider – name, contact phone, NPI
 - ✓ Patient demographics: Full Legal Name, DOB, gender and either address, last 4 digits of SSN or Legacy Health MRN.
 - ✓ Diagnosis coding for each submitted test
 - ✓ Use the LLS test name for each test requested. Please refer to the [Legacy Laboratory Test Guide](#) for our current test menu.

