

POLICY FOR HANDLING STALE ORDERS

- 1. Only valid orders honored.** XYZ Radiology performs tests only on the valid order of a referring physician. An order for a test will be considered too old and therefore invalid if:
 - a. A diagnostic test was written more than [*insert time period, e.g., 10 days*] prior to the patient's presentation in our office.
 - b. A screening test was written more than [*insert time, e.g., 30 days*] prior to the patient's presentation in our office.
- 2. Confirm stale orders.** If a patient presents in our office with an order that is too old and therefore invalid, [*insert name and/or title of designated person*] will immediately contact the referring physician by telephone to confirm the order.
- 3. Document stale order.** [*Insert name and/or title of designated person*] will note the invalid order in the patient's chart and the attempt to contact the referring physician.
 - a. If the referring physician orally confirms the order, the fact will be noted in the patient record and the test may proceed.
 - b. If the referring physician cancels the order, the fact will be noted in the patient record and [*insert name/title of designated person*] will explain to the patient that the referring physician cancelled the test.
 - c. If the referring physician changes the order, the fact will be noted in the patient's record. [*Optional: Designated person will request the referring physician to provide a written order for the alternative test.*] The patient may receive the test or be rescheduled, as appropriate.
- 4. Cancel test if unable to confirm order.** If [*insert name/title of designated person*] cannot reach the referring physician, the test must be cancelled and the patient informed that the cancellation was due to excessive age of the order. [*Insert name/title of designated person*] must instruct the patient to get another order before rescheduling the test and counsel the patient on the importance of scheduling the appointment promptly. Designated person should prepare a letter for the radiologist's signature to the referring physician, explaining the cancellation.