

SOP Template: Diagnostic Services Requisition and Follow-up Processes

This SOP details the **diagnostic services requisition and follow-up processes**, including the steps for accurately requesting diagnostic tests, verifying patient information, coordinating with laboratory or imaging departments, ensuring timely sample collection and transportation, tracking test progress, communicating results to healthcare providers, and documenting all interactions and findings. The goal is to optimize the accuracy, efficiency, and reliability of diagnostic services to support effective patient care and clinical decision-making.

1. Purpose

To outline standardized procedures for the requisition and follow-up of diagnostic services, ensuring timely, accurate, and coordinated diagnostic testing in support of patient care.

2. Scope

This SOP applies to all clinical and administrative staff involved in ordering, processing, tracking, and communicating results of diagnostic tests (laboratory and imaging) within the facility.

3. Responsibility

- **Ordering Clinicians:** Request diagnostic services, provide relevant clinical information.
- **Administrative Staff:** Support the entry, verification, and transmission of requests.
- **Laboratory/Imaging Staff:** Receive requests, perform tests, and provide results.
- **All Staff:** Ensure proper documentation and communication throughout the process.

4. Procedure

1. Test Requisition

- Clinician completes diagnostic test requisition (electronic or paper), including:
 - Patient full name, date of birth, and identification number
 - Clinical indications and relevant history
 - Requested test(s), date, and priority status

2. Verification of Patient Information

- Administrative staff cross-check patient details with medical records.
- Correct discrepancies prior to processing the order.

3. Coordination and Scheduling

- Transmit requisition to the appropriate department (lab, radiology, etc.).
- Schedule the test as per urgency and availability.
- Notify patient (or care unit) of instructions, appointment, and any preparation requirements.

4. Sample Collection and Transportation

- Ensure collection of specimens (blood, imaging, etc.) as scheduled.
- Label all items with two patient identifiers.
- Transport samples to the testing site per protocol (temperature, timing, biohazard precautions).

5. Tracking and Monitoring

- Use LIS/RIS or manual logs to record test requisition, collection, and status.
- Monitor pending and completed tests daily.

6. Result Communication

- Enter and validate results in electronic medical records (EMR) or dispatch to ordering provider.
- Flag and communicate critical/abnormal findings promptly according to escalation procedures.

7. Documentation

- Record all steps, communications, and findings in the patient record.
- Maintain audit trail for quality improvement and regulatory compliance.

5. References

- Institutional Diagnostic Services Policy
- Clinical Laboratory Improvement Amendments (CLIA)
- Imaging Department Protocols

6. Revision History

Version	Date	Author	Summary of Changes
1.0	2024-06-13	Health QA Team	Initial SOP template created.