

Completion of Pathology Requests – Requestor Information Requirements

1. Purpose

This policy outlines the requirements for accurately completing pathology request forms with a focus on correct and complete **requestor information**. Adherence ensures timely specimen processing, correct result reporting, and supports patient safety, privacy compliance (under the NZ Privacy Act 2020), and Health Information Standards Organisation (HISO) data integrity.

2. Scope

This policy applies to all healthcare professionals initiating pathology requests under Te Whatu Ora – Health New Zealand, or any contracted community, private, or public laboratory services.

3. Key Principles

Accurate, legible and complete requestor information must be included on **all pathology requests**, whether submitted electronically or on paper. Incomplete details can delay testing, impede communication of critical results, and affect patient outcomes.

4. Requestor Responsibilities

4.1 Mandatory Requestor Information

4.1.1 Locum requestors (without an issued laboratory doctor code) All pathology requests must clearly contain:

- **Full Name** of the requestor (first and last name, no initials only)
- Practice/Department and Organisation Name (e.g. ED, GP Clinic, Ward 4B)
- **Afterhours Contact Number** (for result queries or critical alert follow-up)
- Requestor identity in signature box (for paper-based requests only)
- **Primary and Community setting: HPI-CPN Number** (Health Provider Index - Common Person Number)

4.1.2 Requestors who have registered and have been issued a laboratory doctor code

- **Full Name** of the requestor (first and last name, no initials only)
- Practice/Department and Organisation Name (e.g. ED, GP Clinic, Ward 4B)
- Requestor identity in signature box (for paper-based requests only)

4.2 Preferred Requestor Information

- **Primary Care and Community setting: Requestors Laboratory code** this is a unique code provided by the laboratory when being set up. It is specific to the requestor and their requesting location.

4.3 Electronic Requests via eOrders / PMS / ERMS

- Ensure the requestor is correctly identified in the system (auto-filled or selected).
- Do **not** submit requests under another clinician's profile.
- Contact IT support or laboratory admin if the requestor name is missing, outdated, or incorrect.

4.4 Delegated Requests (e.g. Nurse on Behalf of Doctor)

Where a nurse or admin is submitting a request on behalf of a requestor:

- The requesting clinician's name and HPI-CPN where appropriate must still be entered, ensuring that mandatory requirement in 4.1 is adhered to.
- The **delegator's identity (who entered the request)** may be noted in free-text comments or recorded in audit trail.

4.5 Urgent or Time-Sensitive Requests

- Clearly indicate "**URGENT**" on the form or via electronic priority field.
- **Direct contact details** must be included (e.g. mobile or on-call number) to allow fast communication for critical values where appropriate. If a community setting request **do not include practice phone number as this is unhelpful for afterhours contact.**

5. Non-Compliance and Follow-Up

Requests lacking sufficient requestor information may:

- Be **rejected or delayed** until clarification is obtained.
- Result in **delayed reporting** of urgent results or escalation errors.
- Be subject to **clinical incident reporting** if they contribute to patient harm.

Persistent non-compliance may be referred to clinical governance, relevant team leads, or professional regulatory bodies where appropriate.

6. Supporting Documents and Standards

- Health Information Privacy Code 2020 (NZ Privacy Act)
 - HISO 10046:2010 – Consumer Health Identity Standard
 - HISO 10040 – Laboratory Test Orders and Results Messaging Standard
 - Relevant EMR/PMS user guides (e.g. Medtech, Indici, Éclair)
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7. Review and Monitoring

Compliance with this policy will be monitored through:

- Routine laboratory audits of request completeness
- Escalation reporting from laboratory staff
- Internal clinical audits or quality improvement initiatives