

Good Samaritan Health & Wellness Center
Policies and Procedures

Subject: Notification of Lab Results	Policy #: 5.30.1
Prepared by:	Revision #:
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5.30.1 Notification of Lab Results

OBJECTIVE:

To ensure that patients are notified of all lab results in a timely manner and to avoid treatment delay due to lost or misplaced test results.

PROCESS/PROCEDURE:

Good Samaritan Health & Wellness Center receives patient test results in a variety of ways:

- Most reference lab results upload directly into the patient chart. If the test results in a hard copy, the result must be scanned to the order in the patient chart and flagged to the ordering provider.
- In house test results must be manually entered by the nursing staff performing the test, at the time of testing, following standard EHS protocol as stated in the *Working from the Organizer* manual, and flagged to the ordering provider.

Upon receiving results the following protocol should be followed:

1. The provider or his/her designee should check the provider organizer at least daily for arriving test results.
2. The nurse should contact the referral source on all outstanding lab tests to obtain the reports.
3. The provider should interpret the results and forward them along with patient instructions to his/her nurse within 3 business days of receipt of results. If unable to contact patient via phone, a letter of normal results is sent. It is the responsibility of the nursing staff to notify patients of all test results within 2 business days of receipt of result from the provider.
4. After three unsuccessful telephone attempts, the patient will be notified in writing of all test results. A sealed letter will be sent for normal results. A written letter will be sent on abnormal results requesting the patient to call to the health center. Certified letters will be sent at the provider's discretion for critical lab results. Provider may request patient to make an appointment for follow up on abnormal results.

Document the date, time, and name of the staff who notified the patient of the test results. Careful notation should also be made in the patient chart of all telephone attempts and dates of letters sent following standard ECW protocol as stated in the *ECW* manual.