

Policy:

It is the policy of ___ to accurately diagnose clinical conditions and provide efficient treatment; therefore, it is the intent of ___ to track lab and imaging tests that are deemed medically necessary and to follow-up on the results in a timely manner.

Procedure:

1. The agency's electronic health record (EHR) system has bi-directional interfaces with reference laboratories.
 - a. Critical labs are called to either the ordering provider or medical director per reference laboratory protocol.
 - b. Abnormal labs are automatically escalated to "high priority" in the EHR system.
2. Providers order and receive results via EHR and are specifically trained on the proper steps of this important component of treating patients, including:
 - a. Ordering labs, diagnostic imaging
 - b. Faxing, printing or electronically submitting orders
 - c. Reviewing results, by either the lab panel or scanned reports
 - d. Forwarding orders to clinical staff based on the results
 - e. Monitoring the outstanding lab/diagnostic imaging report status to ensure the timely receipt of all ordered tests.
3. The clinic should designate a staff member to monitor the "Lab" report to ensure the successful transfer of lab results into the EHR system at a minimum of once per week.
4. For the communication of abnormal results, per the providers' orders:
 - a. A clinical staff member will attempt to contact the patient/parent/guardian by:
 - **Telephone call**, if unsuccessful after at least three attempts, or disconnected telephone number then, we will mail the results.
 - **Written letter**, informing the patient/parent/guardian of results and follow-up care. (Letters, in both English and Spanish, are maintained within and printed directly from the EHR system. There will be a few lab results that require the patient/parent/guardian to talk to the provider, an appointment will need to be scheduled
 - b. All communication (or efforts to communicate) must be documented within the patient's medical record.
5. For normal lab results:
 - a. The patients have access to the patient portal. See Patient Portal Policy.
 - b. For patients with normal lab results, patients will be able to review all results at their next appointment with the provider, if they chose not to sign up for the portal, or will be contacted by one of the nursing staff informing them of their results in a timely manner.

DATE	ANNUAL REVIEW/ SUMMARY OF CHANGES	APPROVED BY