

CRITICAL VALUE NOTIFICATION

PURPOSE: This policy is intended to create a process that allows critical value lab results to be conveyed in the most direct and timely manner possible to ensure optimal patient care.

POLICY: Tanner Clinic lab personnel are required by our regulatory agency to relay critical value results to the respective providers as soon as possible and document who they gave results to.

PROCEDURE: When presented with a critical value, lab personnel should contact the provider in the following sequence:

1. Ordering Provider – Assess whether or not the patient’s ordering provider is in the clinic who can receive and interpret the lab results for the patient. Outside providers can be verified in Harvest by accessing Results Explorer, then right clicking on the test and clicking edit sample info. If the CC Reports is in italics and green font, the order is from outside Tanner Clinic. In these instances, refer to the original order for provider contact information. If unable to reach the outside provider, contact the rendering provider. Try calling the MAs extension, then the provider’s extension. If they don’t answer, leave a message to call the lab regarding a critical value, then move to the next step.
2. Pod Provider - When the patient’s ordering provider is unavailable to receive the results, the lab should call any of the offices of the providers in the same “pod” of the ordering provider. If unsure what other providers are in the same “pod” contact the reception desk for assistance.
3. On-call Provider (based on specialty) – If the patient’s ordering provider and “pod” providers of ordering provider are not available, the lab should call the on-call provider for that day, based on specialty. Refer to the Schedules/Physicians tab on the URTC for the Current Physician On-Call schedule.
4. Clinical Services Supervisor – If all above attempts fail, the clinical services supervisor for the assigned provider/location should be called on to assist in locating a provider to evaluate the critical value lab results. To determine which supervisor to call, refer to the Telephone Directory on the URTC. If unable to reach the supervisor over the ordering provider, call the assistant directors or director. A list of supervisor cell phone numbers will be made available in the lab.
5. Urgent Care – After 5 PM, the lab personnel should contact the urgent care provider if unable to reach anyone using the above options.