LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER – SHREVEPORT

REPORTING CRITICAL/NON-CRITICAL TEST RESULTS

Purpose:

To provide protocol for notification of LSUHSC patient test results.

Definitions:

Normal: A test result that is within the normal variation and does not require follow-up.

Non-critical: A test result that is beyond the normal variation and that:

A. is not what is expected due to the patient’s current medication/disease state,

B. may be associated with significant potential increase in morbidity and/or mortality in the foreseeable future,

C. may require follow-up to ensure stability, resolution, or further evaluation, and/or

D. may change the medical management of that patient.

Critical: A test result that is beyond the normal variation with a high probability of a significant increase in morbidity and/or mortality in the near future.

Policy:

1. Reporting Normal/Non-critical results shall be by:

A. Laboratory Information System (LIS) or Radiology Information System (RIS)

B. Manual laboratory reports via pneumatic tube system or pick up in lab office during protracted Information Systems downtime.
C. Telephone - limited to STAT test results from specified areas (e.g., operating room) with which standing arrangements have been made.

2. Critical Resulting Mechanism (two part response)

A. Telephone - First response.

B. LIS/RIS - Second response.


3. The physician/designee shall be notified of all critical, life-threatening results within one hour via telephone. The individual accepting the reporting of critical values must record and read back the critical value in its entirety to the reporting individual at the time the critical value is given and document that the critical value was “read back”. The report recipient will be asked to repeat verbal results for clarification. Reports (LIS or manual) will be documented with notification time, name of the person notified, and name of the notifying technologist (or physician – Radiologist dictates this info in report).

4. Notification shall occur in the following order:

A. Ordering physician, or MD supervising the ordering clinic, or patient care unit, or Registered Nurse or other non-physician patient care provider as approved, specifically:
   • in the operating room, perfusionists (CCP)
   • in Therapeutic Radiology and in Clinics, Licensed Practical Nurses (LPN)

B. MD on call for the service ordering the test; begin with “first call” proceeding up through attending staff physician

C. Chief of Service (inpatient) OR Emergency Room physician (outpatient)

D. Administrative House Manager

E. Administrator on call
NOTE: the Faculty Clinic does not have an MD on call; therefore call the service of which the ordering physician is a member.

5. Patients discharged from the hospital – the ordering physician will be contacted by the Clinical Lab, Cardiopulmonary or Radiology, etc. Information regarding physicians, including on call order of response and designated Department affiliation, can be obtained from hospital telephone operators and is provided by hospital departments on a continuing basis.

6. Off-site Notification:

Reporting of test results by Clinical Laboratory, Cardiopulmonary or Radiology employees is limited to on-site mechanisms. Request for test results by LSUHSC physicians away from the facility may be obtained as follows:

A. Inpatient test results may be obtained by a LSUHSC physician from the ward/unit nursing supervisor or designee on which the patient is registered.

B. Outpatient test results may be obtained by phoning the House Officer on call, who can retrieve data from the Laboratory Information System and relay results to the requesting physician.

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