LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER - SHREVEPORT

PATIENT CALLBACK

Purpose:
To provide protocol for notifying patients of the need to return to LSUHSC for further examination or treatment as a result of missed appointments for high-risk diagnosis and/or abnormal test results.

Policy:
1. Patients shall be contacted for further examination, instructions or treatment when diagnostic test results are significantly abnormal compared to the patient’s norm and/or when their condition/diagnosis indicates a need for further treatment.
2. Documentation of missed appointments and abnormal test results are to be made according to unit-specific policy.
3. Physicians or other designated staff are responsible for determining the need to recall the patient.
4. Patients who have missed an appointment will be contacted for a return visit when they have a high-risk diagnosis. Each outpatient care area maintains a list of medical conditions, which may require the patient to be contacted for a return visit.
5. Method of contact will be based on the urgency of the occurrence. Methods of contacting the patient include: phone, regular mail and certified mail. If the timeliness of recall is critical, the local law enforcement agency or other public agency, such as the Public Health Unit may be requested to make contact if other methods are unsuccessful.

Hospital Administrator

11/21/12
Date

Approved by Clinical Board: 3/20/01, 4/20/04, 1/16/07, 10/20/09, 11/20/12
Written: 4/95
Reviewed: 4/98, 2/01, 3/04, 12/06, 9/09, 11/12
Revised: 3/04, 12/06