Children's
Hospitals and Clinics
of Minnesota

Callback

| Purpose | This procedure provides instructions for CALLBACK to enter/update/monitor critical results documentation and requests to phone/fax laboratory test results, to ensure efficient workflow and compliant turnaround time for reporting laboratory results. |

Policy Statements

- This procedure applies to all personnel who monitor documentation or call/fax caregivers to report laboratory results, including laboratory technical and support staff, LIS staff, and laboratory operations supervisors.

Procedure

Follow the activities in the table below for CALLBACK:

Step	Action	Related Document
1	To enter new order with Callback/Fax Request in Order Entry: a. In Sunquest GUI, from Menu options, select the Order Entry folder. b. Enter the patient's Medical Record Number, and then select the correct Account Number. c. In the Order Code field, enter the order; in the Modifier field, enter the Callback code (Ex: CB05). NOTE: For Outpatient orders, use Callback code CB05. d. Save the order. A callback screen will display. e. If the contact information is not predefined, click the radio button for Other and enter the contact location. f. In the Contact Person field, type the name of the contact to be called. g. In the Contact Phone field, enter the phone number (no parentheses, hyphens, or spaces). To fax, type FAX and the number (no parentheses, hyphens, or spaces). h. For multiple phone/fax numbers and/or contact persons, click Additional Call. The Callback Record Created window will appear. Click OK, then type the contact phone/fax number and/or contact person over the existing one. i. Click OK to accept and exit.	

2	To add Callback to an existing order in Order Entry:	
	a. In Sunquest GUI, from Menu options, select the Order Entry folder.	
	b. Search for the order by Accession Number.	
	c. In the Order Code field, enter the order; in the Modifier field, enter the Callback code (Ex: CB05). NOTE: For Outpatient orders, use Callback code CB05.	
	d. Save the order. A callback screen will display.	
	e. If the contact information is not predefined, click the Other radio button, and enter the contact location.	
	f. In the Contact Phone field, type the phone number (no parentheses, hyphens, or spaces). To fax, type FAX and the number (no parentheses, hyphens, or spaces).	
	g. For multiple phone/fax numbers and/or contact persons, click Additional Call. The Callback Record Created window will appear. Click OK, then type the contact phone/fax number and/or contact person over the existing one.	
	h. Click OK to accept and exit.	
3	To add Callback to an existing order in Callback:	
	a. In Sunquest GUI, from Menu options, click the Callback folder.	
	b. Callback screen displays. (NOTE: The upper left hand corner should say Callback.vw. If not, go to File – Open and select either the MIN Callback.vw file or STP Callback.vw as appropriate.)	
	c. Go to View – Add Callback.	
	d. The Select screen will appear. Enter the patient's medical record number, and select the appropriate Hospital ID (MIN or STP) if needed.	
	e. All existing orders for the patient will display. Select the Account Number to which you wish to add Callback.	
	f. Click Add Callback.	
	g. On the top right, enter the contact information. Click OK. After the results are entered, the call should display in the Callback Database for calling or faxing.	

4	Critical Results Callback– Process	
	1. Critical results automatically go to Callback. The resulting tech is primarily responsible for calling and documenting the critical result or test. Call back will be used to check that all tests have been called and documented and to follow up if the technical staff is unable to reach the patient caregiver.	
	2. Callback is available on computers throughout the lab.	
	3. The operations supervisors are ultimately responsible for ensuring that callback documentation is complete.	

	4. Responsibility for continual monitoring of undocumented critical values:
	    a. Days – Support Services
	    b. Nights, Evenings and Weekends – Technical Staff	

	5. Operations supervisors or their designees are responsible for monitoring compliance and following up with technical staff.	
	Critical Results Callback	
	I. To review/call Critical Results	
	NOTE: Make sure that the Callback screen is MIN or STP Callback.vw. If not, go to File – Open and select the Callback.vw file for the correct campus..	
	a. From the Callback screen, go to View-Filter. Select the desired filter from the list (Ex: All MIN critical results flagged for Callback are in the filters designated MIN Critical-Pending CB). After you have selected the appropriate filter, click OK.	
	b. A list of patients with critical results to call on will display. Double-click on the one you want to review. A detail screen with contact information will display. The critical results will be highlighted.	
	c. To view the called documentation, select a critical result, and then check the Result Detail box (just below the results window). Repeat this step for each critical value displayed in the account. To close Result Detail, click to uncheck the Result Detail box.	
	d. If the result was documented, type "OK" in the Callback Comments field, and then check the Completed box.	
	e. If critical result documentation is missing: i. **Immediately** refer to Critical Results or Critical Test Notification procedure to notify caregiver of the critical value and document your action.	Critical Results or Critical Test Notification

f.   To view the next account, either click the Next button (bottom right of screen) To return to the Callback list, click OK.

g.   If you are unable to contact caregiver within 20 minutes of critical value detection, notify the Operations Supervisor or designee.

II. Calling Non-critical Results

a.   From the Callback screen, go to View-Filter. Select the appropriate filter (Ex: Outpatient orders flagged for callback begin with "Outpatient."), and then click OK. The list of callbacks will appear.

b.   To view an account, double-click it.

c.   A detail screen with callback information will display. To view more details for a result, highlight the result, and then check the Result Detail box. Make the call.

d.   In the Person Called fields, enter the Last Name, First Name, and Title of the caregiver who received the results.

e.   In the Callback Comments field, type the contact person's name, called date and time, and your tech number. (Ex: Results called to Susan B. on 1/23/2009 at 0800 by 358.)

f.   Check the Completed box. To close the account, click OK.

III. Faxing Results

a. From the Callback screen, go to View-Filter. Select the appropriate filter (Ex: Outpatient orders flagged for callback begin with "Outpatient."), and then click OK. The list of callbacks will appear.

b. To view an account, double-click it.

c. A detail screen with callback information will display. To view more details for a result, highlight the result, and then check the Result Detail box.

d. Click the Fax button (bottom of screen).

e. Choose device 2000, then click OK.

f. Enter the 10-digit fax number (no hyphens, spaces, or parentheses), then click OK.

g. In the Person Called fields, enter the clinic name. (Ex: First Name: Endocrine Last Name: Clinic).

h. In the Callback Comments field, type the faxed date/time, and your tech number. (Ex: Results faxed on 1/23/2009 at 0800 by 358.

i. Check the Completed box. To close, click OK.

IV. Exiting Callback:

1. Click the X at the upper right of the window to close Callback.

2. A popup screen will appear, asking whether or not to save changes to the Callback.vw view.

3. Click No (because you have not changed any setting on the Callback.vw view itself). The window will close.

References Sunquest Manual

Training Plan/ Competency Assessment New Employee training
LIS Competency checklist

Historical Record

Version	Written/Revised by:	Effective Date:	Summary of Revisions
1	D Lam	06/28/2009	Initial Version
2	R Gulke	03/14/2013	Online Format
3	R. Gulke	07/18/2015	Hyperlink to combined Critical Result and Critical Test Notification.