
CRITICAL VALUES AND RESPONSE FOR COAGULATION RESULTS

RC.HM.CG.PR.004.r11

I. CRITICAL VALUES

- A. INR-NH ≥ 3.1
- B. INR-AMS ≥ 5.0
- C. INR (Inpatients/Outpatients) ≥ 5.0
- D. aPTT >110 seconds
- E. FIB <100 mg/mL

II. NOTIFICATION OF CRITICAL VALUES

A. With the exception of EC, critical values in the LIS are routed to Outreach Customer Services for calling. Refer to Outreach Customer Services for further information.

1. **INPATIENT:** Outreach Customer Services notifies the nursing unit.
2. **OUTPATIENT:** Outreach Customer Services notifies the requesting physician's office or answering service.
3. **Outreach Customer Services (NH):** Outreach Customer Services notifies the nursing home.
4. **CLINIC PATIENT:** Outreach Customer Services notifies the appropriate clinic. (This includes AMS).

B. EMERGENCY CENTER PATIENT

1. Phone the EC area where the patient is located and request to speak with the EC physician covering this patient.
2. Initiate the conversation with this script: "Hello, this is (your name) from (your lab section) with a **critical lab result** on (patient's name). The patient's birth date is (month/day/year). Would you please read back this name and birth date?"
3. The EC physician must read back the *patient's name* and *birth date* **before** you deliver the critical result(s).
4. Deliver the critical result(s).

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5. Request that the EC physician **read back** the critical result(s) to ensure the accurate verbal transfer of information.
6. Request the EC physician's pager number or full name.
7. Complete the documentation of the critical result in the LIS for audit trail to include:
 - a. Contact outcome (successful)
 - b. EC Physician's pager number or full name (Provider)
 - c. Current time
8. Select the LIS comment option "Results were read back by phone recipient".

NOTE: If EC physician is unable to take the critical call, Lab Tech politely states "I'm sorry, Dr. I will call the Charge Nurse with these critical results". Phone back to speak with the EC Charge Nurse or Nurse taking care of the given patient. In these cases, the EC phone recipient (Nurse) must read back the patient's name and birth date, read back the critical result(s) and state his/her employee badge number or full name.

III. Notes

- A. Notify hematology resident, fellow or pathologist if unknown patient.
- B. When paging a physician, make sure that you include the 10-digit call-back phone number (where you can be reached). Some physicians may see patients at multiple hospitals and may not be able to interpret only a 5-digit number.
- C. If the call is an outside client, also include in the initial information that the call is from
 - a. Beaumont Health, Royal Oak.
- D. Do **not** call critical values on deceased patients. Once the patient is confirmed as deceased, add this information in the LIS (i.e. patient deceased) and do **not** follow through with the usual process of giving the results and requiring the read-back.

IV. Authorized Reviewers

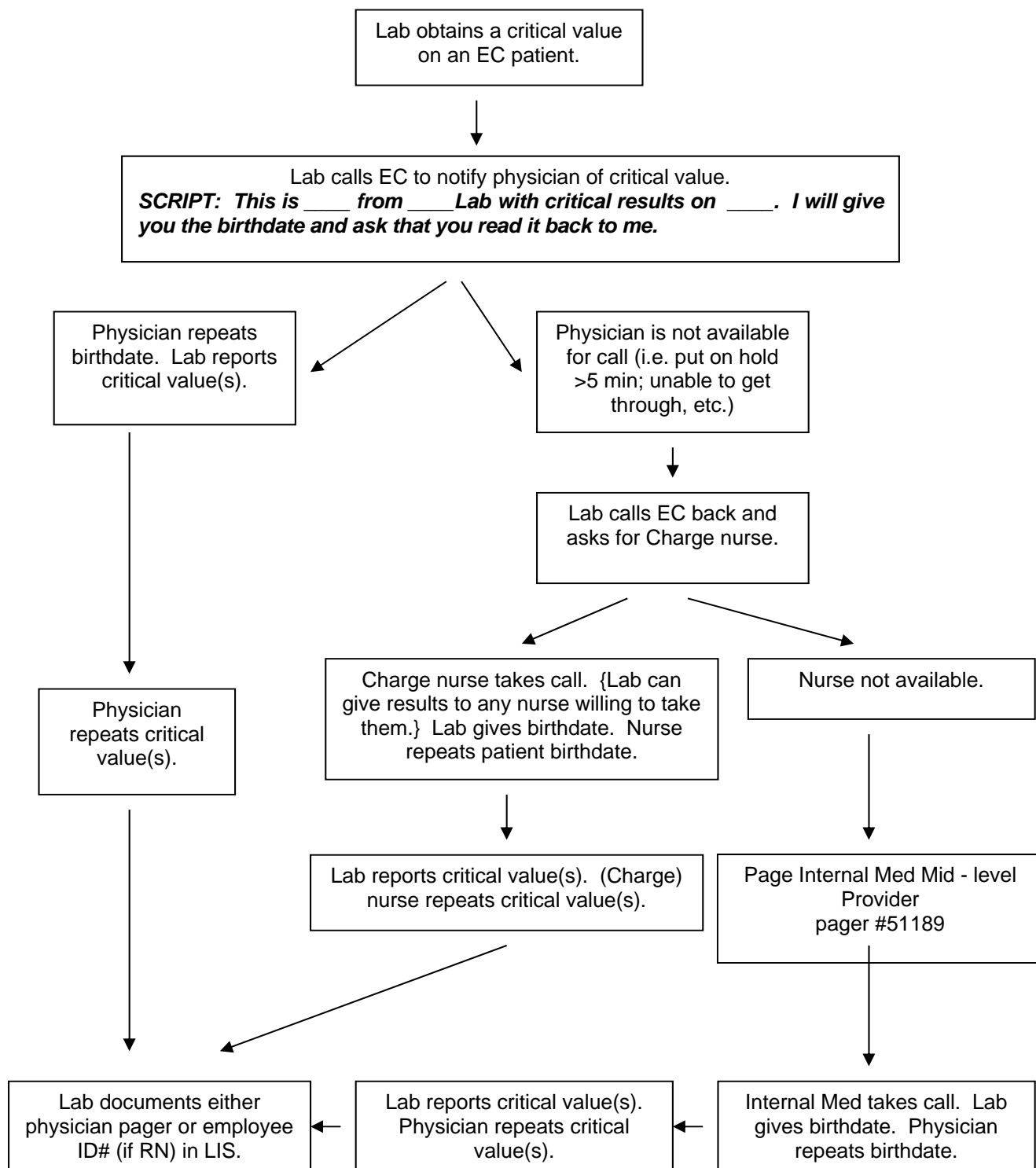
Medical Director, Coagulation

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Attachment Attachment A

Process Flow for Calling Critical Lab Results to the Emergency Center (EC)



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Document Control

Location of Master: Coagulation Procedure Manual

Master electronic file stored on the Beaumont Laboratory server:

S:\HEMACOAG\Document Control\Coagulation\Procedure\Master Documents\Critical values and Response

Number of Controlled Copies posted for educational purposes: 1

Number of circulating Controlled Copies: 0

Location of circulating Controlled Copies: NA

Document History

Signature	Date	Revision #		Related Documents Reviewed/ Updated
Prepared by: Noelle Procopio, MT (ASCP)SH	01/2000			
Approved by: Joan C. Mattson, MD	01/19/2000			
Reviewed by: (Signature)	Date	Revision #	Modification	Related Documents Reviewed/ Updated
Joan C Mattson, MD	01/19/2000		New procedure	
Joan C Mattson, MD	11/28/2001		New PT panic values for new methodology, added panic values for IP/OP.	
Noelle Procopio, MT (ASCP) SH	12/30/2002		Updated critical values to correspond to new lot number of reagents.	
Noelle Procopio, MT (ASCP) SH	12/29/2003		No Change	
Joan C Mattson, MD	01/02/2004		No Change	
Joan C Mattson, MD	12/23/2004		Pg1 changed critical values. Pg2 updated phone numbers. Added note: Ensure critical values are read back to tech over phone.	
Joan C Mattson, MD	08/18/2005	r00	Standardized procedure format; updated notification information	
Noelle Procopio, MT (ASCP) SH	12/27/2006	r01	Updated critical values to reflect current reagent lot numbers, pg 1; added aPTT and Heparin aPTT Critical values pg 1; referred to BRL Client Services for further information, pg 1; eliminated EC phone numbers, pg 2.	
Marc Smith, MD	03/07/2007	r02	Updated critical values pg 1 effective 03/01/2007	
Marc Smith, MD	02/13/2008	r03	Updated critical values pg 1 for PT-NH, PT-AMS and PT effective 02/13/08.	
Marc Smith, MD	10/24/2008	r04	Removed PT critical values (no longer applies); added Att. A.	

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