PROVIDENCE
Sacred Heart
Medical Center &
Children's Hospital

PAML Priority Callback Procedure

Department of Microbiology

Effective date: 01/29/2014

Last Revision: 01/29/2014

Last reviewed: 01/29/2014

1.0   Purpose

The Sunquest Callback application allows the laboratory to designate results for PAML Client Services to call to the client/physician. This application can be used for critical and alert values on **PAML patients only**.
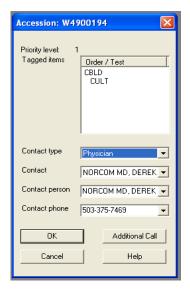
2.0   Procedure

2.1   Tagging a Result for Callback

In Microbiology Result Entry, enter the result under observations. At the end of the line, enter a semicolon (;) to go off the keyboard, followed by CB2. The CB2 code will translate into "CALL BACK 2" upon pressing <enter>. The "CALL BACK 2" is visible in Result Entry, but does not show as part of the result the client receives.

After saving the results twice, the following box will appear on your Screen.
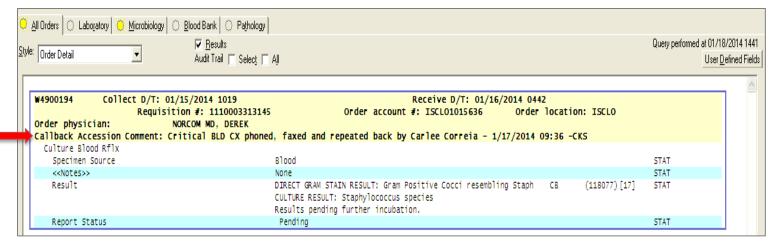

As a general rule you should always choose **physician** as your contact type. If physician is not already displayed as your contact type, you can use the dropdown box to select it. If Information looks accurate select OK.

2.2   Reviewing Callbacks

Once a result has been tagged for Priority Callback, and the results have been saved, the CB2 code will no longer appear when you access the accession number in Result Entry. However, the

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status of the Callback is visible in Laboratory Inquiry. Once Client Services has contacted the client, a Callback Accession Comment will appear above the Test Ordered, as shown below.

3.0 Document Control History

Microbiology Director Approval: Dr. Ann Robinson 01/29/2014

Microbiology Supervisor Reviews: Jerry Claridge 01/29/2014