

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.

GRAM-GPCB-RST-CB2	DIRECT GRAM STAIN RESULT:-Gram Positive Cocci-resembling Staph-CALLBACK 2
-------------------	---

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

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.

All Orders
 Laboratory
 Microbiology
 Blood Bank
 Pathology

Style:
 Results
 Audit Trail
 Select
 All

Query performed at 01/18/2014 1441

[User Defined Fields](#)

W4900194 Collect D/T: 01/15/2014 1019 Receive D/T: 01/16/2014 0442
 Requisition #: 1110003313145 Order account #: ISCL01015636 Order location: ISCL0
 Order physician: NORCOM MD, DEREK
Callback Accession Comment: Critical BLD CX phoned, faxed and repeated back by Carlee Correia - 1/17/2014 09:36 -CKS

Culture Blood Rflx			
Specimen Source	Blood		STAT
<<Notes>>	None		STAT
Result	DIRECT GRAM STAIN RESULT: Gram Positive Cocci resembling Staph CB (118077) [17]		STAT
	CULTURE RESULT: Staphylococcus species		
	Results pending further incubation.		
Report Status	Pending		STAT

3.0 Document Control History

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

Microbiology Supervisor Reviews: Jerry Claridge 01/29/2014