

PROCEDURE: CRITICAL RESULTS NOTIFICATION

Principle and Procedure:

Results that exceed the designated critical threshold as defined by the Medical Director and consulted committee must be communicated to the patient's provider. When communicating a critical result, the patient's full name and date of birth are the demographics used to properly identify the patient. The entire communicated report including the patient's name and date of birth must be correctly "read-back" by the person notified. This communication is documented in the patient record. Soft electronically stamps the identification of the responsible reporting laboratory individual when the documentation is saved in the system.

Documentation of communicated test result must be linked to the critical result and must include:

1. "Called to and readback by" statement
2. DATE and TIME
3. At least first name and initial of last name is required

Notification Algorithm:

The following information should be referenced when notifying health care providers of results that fall into any of the different critical categories:

Inpatients at RIH (Rhode Island Hospital), TMH (Miriam Hospital), and NH (Newport Hospital):

- Call floor and ask to speak with the nurse in charge of that patient.

Discharged Patients at RIH:

- If the patient was discharged from the Adult ED:
 - Between the hours of 7am and midnight: Call the Chest Pain Unit and ask for the Midlevel Provider (NP or PA) on the unit at 4-9234
 - Between the hours of midnight and 7am: Call results to the Charge RN or B-pod attending
- If the patient was discharged from the Hasbro ED, call 444-4900 and ask to speak with the charge nurse.
- If a patient was discharged from any other RIH location, In OE in SOFT, find the name of the Attending physician. Compare that name to Appendix I (RIH Adult Hospitalists), II, (Adult Teaching Service) and III (Pediatric Hospitalists)
 - If the attending is found on Appendix I, page 350-7541
 - If the attending is found on Appendix II, call the page operator and ask that the Medical Consult Resident be paged
 - If the attending is found on Appendix III, call the page operator and ask that the Pediatric Hospitalist on call be paged.
 - If the attending is not listed on any of these Appendices, call the attending directly

Discharged Patients at TMH:

- If the patient was discharged from the ED:
 - M-F 8 AM to 4:30P, call the QA Administrator at 33921.
 - Between the hours of 4:30 to midnight, please call 793-4400 and ask for the Attending Physician in 1C
 - If outside that timeframe, simply call the Main ED at 793-3000 and ask to speak to a physician
- If the patient was discharged from any other TMH location, in OE in SOFT, find the name of the Attending physician. Compare that name to list of physicians listed in Appendix IV (TMH Hospitalists)

- If the physician is listed on Appendix IV, call the page operator and ask that the Hospitalist on duty or IMIS be paged.
- If the attending is not on this Appendix, call the attending directly

Discharged Patients at NH:

- Critical results on patients from the ED (either discharged or if they are still in the ED) are to be called to the ED, 5-1120, and ask to speak to a Mid-level provider.
- Critical results for patients that have been discharged:
 - Go to Order Entry in Soft, find the name of the Attending Physician. Compare that name to Appendix V. If the attending is on the list, page the attending directly
 - If the doctor is not listed in the Appendix, the hospitalist service covers all other admissions. There is one admitting doctor on during the day and Nocturnist on at night. The beeper number is 350-9512.

Outreach Patients:

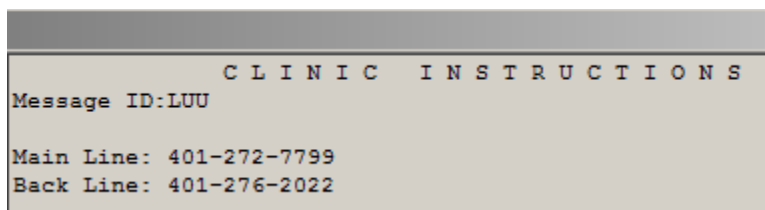
- Call the ordering provider's office directly within the specified amount of time based on call Category.
- The phone number to call is located in Order Entry:



- Open the Call Box:



- There also might be a 2nd box with Clinic instructions that pops up:



Private MD (non-outreach) & Brown University:

- Call MD office directly within the specified amount of time based on call Category. See Appendix VI for Brown University patients (MLBU).

Clinic Patients:

- Refer to the Critical Result Reporting for Outpatient Areas, Appendix VII.

Bradley Patients:

- Bradley Laboratory Services via pager 350- 6192 (07:00-15:00) or the Nursing Supervisor via hospital operator #21000 (15:00-07:00 and weekends)

Long Term Care Facility Patients

- Inpatient rules apply to these patients
- Refer to Appendix VIII for site codes and phone numbers

Critical Categories and Notification time limits:

- Red Category – Immediate clinical action required (< 1 hr)
- Orange Category – Prompt clinical action (6-8 hrs)
- Yellow Category– Timely and reliable clinical notification (1-3 days)
- Every effort should be made to call ALL CATEGORIES as soon as the result is available
- **For ALL results called, document in the computer, who and when notification of a significant result was reported.** If unable to contact the healthcare provider, within the specified time, contact the Medical Director during work hours and after hours, contact the Pathology Resident on-call, Beeper # 350-2945. If the resident has not called back within 15 minutes, call their cell phone. The number can be found : <http://intra.lifespan.org/directory/list.php>
- Be sure to document the failed attempts in the culture worksheet.
- Refer to *Table 1 - Critical Results* for results that are included in these categories.

Non – Critical Results

Non-critical results that are rare or unusual will be evaluated on a case-by-case basis. If the results are deemed significant by the Microbiology department, the physician will be called.

Notification of Infection Control

In addition to the healthcare provider, these results must also be provided to Infection Control.

- Positive acid-fast smears and/or cultures (inpatients only)
- Enteric Pathogens (inpatients only)
- PCP
- Meningococcus from sterile body sites **
- Carbapenemase Resistant Enterobacteriaceae (CRE) - OK to notify by printing an Instant Report to each Infection Control Dept when “*Question of CRE...*” is reported.

Soft Printer Id #'s:

- RIH infection control G94
- TMH infection control I55
- NPH infection control does not need to be notified by printing instant report

**Note: if Infection Control is unavailable, contact the RI Department of Health physician on-call at 272-5952.

Rhode Island Department of Health Reportable Isolates

There is an interface between Lifespan and RIDOH, the ELR, in which results are automatically sent every hour to ensure timely release of results.

- Positive AFB Stains
- **Bacillus anthracis*
- **Brucella* spp.
- **Burkholderia mallei/ pseudomallei*
- *Calymatobacterium granulomatis* (Granuloma inguinale)
- *Campylobacter* spp.
- *Chlamydia trachomatis*
- **Clostridium botulinum*
- *Coccidioides* spp.
- *Corynebacterium diphtheria*
- *Cryptosporidium* spp.

- *E. coli* O157:H7 and other toxin producing strains
- **Francisella tularensis*
- *Giardia lamblia*
- *Histoplasma capsulatum*
- *Legionella* species
- *Listeria monocytogenes*
- *Mycobacterium* - all species
- *Neisseria gonorrhoeae*
- *Neisseria meningitidis*
- *Salmonella* spp.
- *Shigella* spp. (Shigellosis)
- *Streptococcus pneumoniae* (CSF/BLD)
- *Vibrio* spp.
- *Yersinia enterocolitica*
- **Yersinia pestis*
- *Respiratory Pathogens, including COVID*

*Even if these isolates have been auto reported to Dept of Health, it is still imperative that procedure be followed if results are deemed critical and DOH protocol requires a STAT CALL in addition to a hard copy instant report.

Please refer to Dept of Health Documentation for notification updates and requirements

Table 1: Critical Results

Red <1hr	Clinical smears, culture, or Molecular Assays from sterile sites* (example; CSF, tissues, HSV and EV from CSF)
	Positive Blood cultures – First incidence, different organism, different admission, and blood cultures still positive after 7 days
	Positive AFB's first incidence, different admission, different site
	GC in eye specimens
	Positive urine gram stains in children < 6 months old in the ED
Orange 6-8 hrs	none
Yellow 1-3 days	1st Incidence for positive results of: <ul style="list-style-type: none"> • PCP
	1st Incidence, Inpatients ONLY for positive results of: <ul style="list-style-type: none"> • Infection Control results (i.e. MRSA, VRE, ESBL-producing <i>Klebsiella spp.</i>, CRE, C Difficile, MDRO ACA, Enteric pathogens)
	All positive results of GC, CT, Trichomonas and herpes on patients <14

* Note: The Path Resident can be called if the technologist is uncertain on a positive gram stain from sterile sites on 2nd and 3rd shift and on weekends

Revisions:

- Nov. 19, 2019 – Added notification guidelines for Newport Hospital ED patients
- September 2, 2020 – Updated to only call ESBL producing *Klebsiella spp.*
- April 2, 2021 – Updated the Outpatient algorithm and included COVID in the RIDOH reportables
- August 19, 2021 – Updated the outpatient algorithm and added Long Term Care Facilities
- May 2, 2022 – Removed calling Newport Hospital Lab for critical results on discharged patients, updated call policy for positive blood cultures, updated notification algorithm for RIH ED patients

Appendix I

RIH Adult Hospitalists

Last Name	First	Last Name	First
Acidura, MD	Anna	Kulkarni, MD	Tushar
Attar, NP	Jessica	Kumari, MD	Neha
Ahmed, MD	Nazir	Lanni, PA	Joanna
Al-Fanek, MD	Yazan	Lu, MD	Yi
Baig, MD	Basarat	Mahon, MD	Katherine
Bajwa, MD	Gurdev	Maitra, MD	Subhankar
Barakoti, MD	Binuragi	Michaud, MD	Jacqueline
Bashir, MD	Zubair	Misri, MD	Ashish
Basnet, MD	Amrit	Mrad, MD	Ali
Bhattaran, MD	Shreeyukta	Nazir, MD	Umair
Correira, NP	Sarah	Najeeb, MD	Fatima
D'Silva, MD	Yannick	Neilson NP	Daniel
Dale, MD	Zack	Nemchenok, MD	Lina
Darland, MD	Katherine	Park, MD	Joel
Damrongwatansuk, MD	Rongras	Patel, MD	Davis
Durkin, NP	Deborah	Patel, MD	Dipesh
Dhillon, MD	Saud	Pathak, MD	Amrit
Dufour, NP	Beth	Penigalapati, MD	Damodar
Devkota, MD	Ashok	Ranjitkar, MD	Paras
Faisal, MD	Khawaja	Riera MD	Rose
Gelinas, MD	Nathan	Rowles, PA	Andrew
Faramarzi, MD	Negar	Samaan, MD	Fadi
Handa, MD	Sajeev	Soomro, MD	Hala
	Fang-Yin (Ingrid)	Shahab, MD	Ahmed
Hao, MD	Greta	Sismanopoulo MD	Nikolaod
Hussaini, MD	Gabriel	Tahilramani, MD	Vishal
Ibarra, MD	Omosede	Vonherzen, MD	Douglas
Ighile, MD	Kabita	Yasukawa, MD	Kosuke
Karki, MD	Joseph		
Kilch, MD			

Appendix II

RIH Adult Teaching Service

<u>Last Name</u>	<u>First</u>	<u>Last Name</u>	<u>First</u>
Abuelo, MD	Gary	Lehr-Anderson, MD	Kristen
Anderson, MD	Kristin	Maher, MD	Michael
Anvar-Stozek, MD	Michelle	Mathews, MD	Donnah
Babb, MD	Kimberly	McGarry, MD	Kelly
Basile, MD	Francis	McGillen, MD	Brian
Bayliss, MD	George	Mega, MD	Anthony
Berz, MD	David	Mohlman, MD	Leslie
Blecker, MD	Douglas	Montague, MD	Terri
Bledsoe, MD	Thomas	Moulton, MD	Anne
Birnbaum, MD	Ari	O'Bell, MD	John
Butera, MD	James	Ofstead, MD	Laura
Castillo, MD	Jorge	Oliva, MD	Jeanne
Chace, MD	Patricia	Oliverio, MD	Susan
Cohen, MD	Andrew	Orban, MD	Zsolt
Colvin, MD	Gerald	Plette, MD	Angela
Constantino, MD	Cassandra	Quesenbery, MD	Peter
Constantino, MD	Maria	Richman, MD	Katherine
Cyr, MD	Michelle	Ross, MD	James A.
Dennison, MD	Allen	Ryan, MD	J. Mark
Duffy, MD	Christine	Safran, MD	Howard
Dworkin, MD	Lance	Sapers, MD	Benjamin
Fagan, MD	Mark	Schiffman, MD	Fred
Fenton, MD	Maryann	Schleinitz, MD	Mark
Fischer, MD	Bruce	Shemin, MD	Douglas
Gardner, MD	Rebekah	Sikov, MD	William
Gohh, Dr.	Reginald	Strenger, MD	Rochelle
Gupta, MD	Ravi	Tammaro, MD	Dom
Hamilton, MD	Geoffrey	Torf, MD	Alane B.
Haarrop, MD	Pamela A.	Warrier, MD	Sarita
Hu, MD	Susie	Whelan, MD	Cathleen
Jeremiah, MD	Jennifer	Winer, MD	Eric
Johnson, MD	Michael	Wittles, MD	Edward
Koncsol, MD	Katherine	Wu, MD	Tony
		Yango, MD	Angelito

Appendix III

RIH Pediatric Hospitalists

<u>Last Name</u>	<u>First</u>
Alverson, MD	Brian
Brislin, MD	Mary Alice
Chung, MD	Erica
Coghlin, MD	Daniel
Dimaggio, MD	Vincent
Lorenz, MD	Matthew

Appendix IV

TMH Hospitalists

<u>Last Name</u>	<u>First</u>	<u>Last Name</u>	<u>First</u>
Acharya, MD	Yam Prasad	Mathur, MD	Parijat
Ahmed, MD	Mahmoud	Mistry, MD	Hetal
Anis, MD	Nadeem	Miowafy, MD	Mahmoud
Arikan, MD	Pinar	Murphy, MD	Benjamin
Atkinson, MD	James	Naqvi, MD	Syed Raza
Beaubrun, MD	Anneliese	O'Brien, MD	Jennifer
Belbase, MD	Santosh	O'Brien, MD	Jill
Berglund, MD	Kristina	Page, MD	William
Collins, MD	Bradley	Patel, PA	Sima*
Dapaah, MD	Kwame	Qurshi, MD	Reema
DeMacedo NP	Sherry*	Radwad- Sameh MD	Mohammed
Fernandes, MD	Denise	Reader, MD	Claudio
Finn, MD	Arkadily	Rumery, MD	Kyle
Gentilesco, MD	Bethany	Salloum, MD	Ibrahem
Gurung, MD	Dawa	Santos, MD	Michael
Hammad, MD	Fatma	Sarfaz, MD	Sylvester
Herman, MD	Karl	Selvaraj, MD	Vijairam
Hottenstein, MD	Bridget	Wheeler, MD	Aaron
Jha, MD	Ambrish	Wright, FNP	Amy*
Jindal, MD	Atin	Yang, MD	Kun
Kazmi, MD	Syed Hammad	Zhao, MD	Yu
Lang, MD	William	Zhu, MD	Shenjun

* Individual is not a MD, so may not be listed as an attending

Appendix V

NH Hospitalists

Ahmed, Ali
Anis, Nadeem
Beyer, Christina
Berglund, Kristina
Borgovan, Theodor
Brindamour, Luke
Brown, Sheri
Chernyy, Vitaliy
Darland, Katherine
Derreza, Hector
Doyle, Thomas
Famiglietti, Bruce
Ganguly, Shrishti
Hadi, Neima
Houtchens, Jeanne
Imran, Hafiz
Lu, Yi
Marvell, Lauen
Mehdi, Syed
Morgera, Rich
Mrad, Ali
Penigalapati, Damodar
Petropoulos, Peter
Radler, Eric
Rubenstein, Louis
Selvaraj, Vijay
Scharizzi, Cheryl
Sucsy, Robert
Tetty, Peppino
Velasquez, Adrian
Wright, Eric

Appendix VI

Brown University (MLBU) with the following attending physicians:

Aliotta, NP	Heather	Maier, MD	Patricia
Alvarez, NP	Celia	Morris, MD	Gillian
Avis, NP	Callie	Murphy, NP	Leah
Britto, MD	Vanessa	Pallant, MD	Adam
Clark, PAC	Tor	Raimondo, DO	Sheila
Cordeiro, PA	Celia	Sullivan, NP	Tanya
Frappier, Lisa, MD	Lisa	Wilder, NP	Jessica
Le, MD	Hung	Wolfe, MD	Michael
Lynch, NP	Spencer	Zelny, NP	Micayla

All critical values are to be called to the nurse on call at : 401-863-1330
Please provide the patient phone number to the nurse and a phone number for the physician to call back, if needed.

ADULT

RIH Adult Ambulatory Services Clinics

Center for Primary Care and Specialty Medicine

Contact Normal Business Hours (8 AM – 4:30 PM) CPC Triage Nurse 401 444 3298

If Triage Nurse is unavailable, contact Site Manager:

- Carol O'Mara Clinical Manager CPC Clinics 401 606 6315
- After hours (4:31 PM – 7:59 AM) contact Service On-Call Provider

Note: Coumadin notification process unchanged. Critical values go to triage nurse who will report value to coumadin nurse

RIH Center for Primary Care (Chapman Street): Hospital Code XZP

Chapman Specialty Clinics: Hospital Code XZS

- Gastroenterology (Adult): Hospital Code XGN
- Hepatology Hospital Code XHE
- Rheumatology (Adult) Hospital Code XRH
- Endocrinology (Adult) Hospital Code 2DU

RIH Ambulatory Services Clinics:

Contact: Amanda Almeida, Clinic Manager

Co-Op Clinics

- Orthopedic Clinic Hospital Code XOR
- Ortho Hand Hospital Code XOH
- Ortho Foot Ankle Hospital Code XOF
- Ortho Spine Hospital Code XOP
- Ortho Sport Hospital Code XSO
- Otolaryngology Head Neck Hospital Code XNK
- Otolaryngology (Pedi) Hospital Code XEP
- Surgery Burn Clinic Hospital Code XBU
- Surgery Clinic Hospital Code XSR
- Surgery Trauma Clinic Hospital Code XTM
- Surgery Vascular Clinic Hospital Code XVS
- Urology Clinic Hospital Code XUR

Ophthalmology Clinic Hospital Code XZE

Contact: Edwina Rego, CPEHR, Practice Manager

Normal Business Hours: 8A – 4:30P M-F

Extension: 4-4731

After hours process: Contact house officer on call for Medical Consults

Adult Neuro: Hospital Service Code: XNR

Contact: Contact the Neurology Resident on call

Normal Business Hours: 8A – 4:30P M-F

After hours process: Contact the Neurology Resident on call

Neurosurgery: Hospital Service Code: XNS

Contact: Jim Conway

Normal Business Hours: 8A – 4:30P M-F

Extension: 3-9166 – tell Secretary to contact Jim.

After hour's process: Contact the ordering MD, if unavailable page 5000

APPENDIX VII

Critical Result Reporting Process for Outpatient Areas

MDA Clinic: Clinic code: **XDY**
Contact: Contact the Neurology Resident on call
Normal Business Hours: 8A – 4:30P M-F
After hours process: Contact the Neurology Resident on call

Preadmission Testing Clinic Code: **PAT**
Contact: Janet Engvall
Extension: 3-3130 or cell 401-252-9504
Normal Business Hours 8A – 4P M-F
After hours process: Contact the ordering surgeon. If no response contact Janet Engvall (401-252-9504)

Alzheimer's & Memory Center: Hospital Service Code: **XNA**
Contact: Chuang-Kuo Wu, MD
Normal Business Hours: 8:30A – 4:30P M-F
Extension: 4-6440
Alpha Pager: 350-0990
After Hours Process: Contact **Neurology Resident** on call through hospital operator.

Transplant Clinic: Hospital Service Code: **RET**
Contact: Contact **Transplant Physician**
Normal Business Hours: 8am – 5P M-F
Extension: **4-8562**
After Hours Process: Contact **Transplant Physician** on call through hospital operator.

LCI at RIH: Hospital Service Codes: **XSL, XDH**
Contact: Charge Nurse
Normal Business Hours: 7:30A – 6:30P M-F 8:00A–2:00P Saturdays
Extension: **4-1616**
After Hours Process: Contact **Oncology / Hematology Fellow** on call through hospital operator.

LCI at TMH: Hospital Service Codes: **XHO, XDM**
Contact: Charge Nurse
Normal Business Hours: 7:30 A – 6:00P M-F 8:00A-2:00P Saturdays
Extension: **3-2850**
After Hours Process: Contact **Oncology / Hematology Fellow** on call through hospital operator.

LCI at NH: Hospital Service Codes: **XHH, XHD**
Contact: Charge Nurse
Normal Business Hours: 7:30 A – 4:30 P M-F
Extension: **5-1631**
After Hours Process: Contact **Ordering Physician**

LCI at EG Hospital Service Codes: **XEG, XDG, LC3**
Contact: Charge Nurse
Normal Business Hours: 7:30A – 6:00 P M-Th 8:00 A – 4:30 P Friday
Extension: 606-2035 or 606-2058
After Hours Process: Contact **Ordering Physician**

LCI at Lincoln Hospital Service Codes: **2FQ, 2FP**
Contact: Charge Nurse
Normal Business Hours: 8:30A – 5:00 P M-F
Extension: 606-6135
After Hours Process: Contact **Ordering Physician**

Outpatient Dialysis Center of RIH: Hospital Service Code: **DIO**
Contact: Charge Nurse
Normal Business Hours: 7:30A – 10:30P M-S
Extension: 4-4440
After Hours Process: Contact **Doug Shemin, MD @ 350-0721**

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Outpatient Dialysis Center of RIH:Hospital Service Code: **DEP**

Contact: Charge Nurse

Normal Business Hours:6:00A – 6:30P M-W-F

Extension: 6-1002

After Hours Process: Contact **Doug Shemin, MD @ 350-0721**

Critical Result Reporting Process for Outpatient Areas

PEDIATRICS

Hasbro Pediatric Primary: Hospital Service Codes: see below
 Contact: Gail Davis, RN, ACM
 Normal Business Hours: 8:30A – 5P
 Call provided extension during normal business hours

Extensions:

- 4-7990 Teen Tot (XTC)
- 4-6118 Med/Peds Clinic (XMP)
- 4-7790 Infectious Disease (XPI)
- 4-7790 Refugee Clinic (XRF)
- 4-7990 Pedi Dermatology (XDP)
- 4-7990 Pedi Lead (XKL)
- 4-7990 Pedi Primary Care 1(XAA)

- 4-7990 Pedi Primary Care 2 (XLA)
- 4-7990 Pedi Primary Care 3 (XBA)
- 4-7990 Pedi Primary Care 4 (XDA)
- 4-7990 Pedi Primary Care 5 (XEA)
- 4-7990 Pedi Primary Care 6 (XFB)
- 4-7990 Pedi Primary Care 7 (XGA)
- 4-7990 Pedi Primary Care 8 (XHB)
- 4-7990 Pedi Primary Care 9 (XBB)
- 4-7990 Pedi Primary Care 10 (XKA)
- 4-7990 Pedi Primary Care RN (XRN)
- 4-7990 Pedi Primary Care URG (XUE)
- 4-7990 Fostering Care

- MD Contact
 Patricia Flanagan
 Suzanne McLaughlin
 Penelope Dennehy
 Carol Lewis
 Lionell Bercovitch
 Chandan Lakhiani
 Carol Lewis
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- Carol Lewis
 Carol Lewis
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After hours process: Contact clinic as above, you will be automatically forwarded to the private answering service who will direct the call appropriately.

Pedi Specialty - Hasbro: Hospital Service Codes: see below
 Contact: Margaret Prendergast, RN, ACM
 Normal Business Hours: 8:30A – 5P

- All lines have voice messages indicating clinic hours, message retrieval and/or phone trees for triage purposes.
- Voice mail will be checked each time the OSR returns to the desk

Extensions:

- 4-8306 GI & Feeding Team (XPG, XPJ)
- 4-3233 Pedi Urology (XPH)
- 4-5241 Tomorrow Fund - Sickle Cell (XPK)
- 4-5241 Pedi Hem/Onc (XPO) Infusion (XQI)
- 4-5241 Pedi Hemophilia (XHP)

- MD Contact:
 Neal Leleiko (350-3482)
 Anthony Caldamone (350-5190)
 Dr. Chaula (350-9548)
 Dr. Chaula (350-9548)
 Dr. Chaula (350-9548)

After hours process: Contact the Medical Director listed above.

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Pedi Specialty:

Hospital Service Codes: see below

Contact: Margaret Prendergast, RN, ACM

Normal Business Hours: 8:30A – 5P

- All lines have voice messages indicating clinic hours and message retrieval.
- Voice mail will be checked each time the OSR returns to the desk
-

Extensions:

4-6540 Respiratory and Immunology /Rheumatology (XPR)	MD Contact
4-6540 Pedi Lupus (XLV)	Ali Yalcindag,
4-6540 Respiratory and Immunology /Asthma/Allergy (XPV)	Ali Yalcindag, M. Faizan
4-6540 Respiratory and Immunology /Food Allergy (XFA)	Karen Daigle (Interim)
4-6540 Respiratory and Immunology /CF Related Diabetes (XSF)	Karen Daigle
4-6540 Respiratory and Immunology / VIP (XVP)	Karen Daigle
4-6540 Respiratory and Immunology / PFT Lab (XFL)	Karen Daigle
4-6540 Respiratory and Immunology/Pulmonary(XPP)	Karen Daigle
4-6540 Cystic Fibrosis (XCF)	Karen Daigle
4-3996 Child Protection (XAF)	Christine Barron (Potter B)

After hours process:

Contact the on-call physician except as listed below:
 Pulmonary/CF (**XPP, XCF**) Karen Daigle (**350-5619** after hours)
 Child Protection (**XAF**) Christine Barron (**350 -2706** after hours)

Coro Suites:

Pediatric Heart Center:

Hospital Service Codes: see below

Contact: Margaret Prendergast, RN, ACM

Normal Business Hours: 8:30A – 5P

Extension:

4-5984 Pedi Heart Center/ Pedi Cardiac/ Lipid (XKC, XXL)	MD Contact
4-5984 CP Lab (XPU)	Lloyd Feit
4-5672 Pedi Renal (XAB)	Lloyd Feit
	Mohammed Faizan

- Lunch coverage inclusive of OSR or Answering Service
- Line has voice mail that will be checked each time the OSR returns to the desk

After hours process:

For **4-5984** extensions, you will be automatically forwarded to the private answering service who will direct the call appropriately.
 For **4-5672** extension, contact the on-call physician.

Adolescent Med/Ped Specialties:

Hospital Service Codes: see below

Contact: Margaret Prendergast, RN, ACM

Normal Business Hours: 8:30A – 5P

Extension:

4-8256 Pedi Endocrinology and Metabolism (XPE)	MD Contact
4-8256 Endo and Metabolism /Pedi Diabetes (XPD)	JB Quintos
4-8256 Endo and Metabolism / Pedi Insulin Resistance (XIR)	JB Quintos
3-8256 Diabetes Teaching Center (XDT)	Swartz – Topor
4-5980 Adolescent Medicine (XAD)/Adolescent Spec (XAS)	JB Quintos
	Diane Dermarderosian

After hours process:

Contact the on-call physician.

Child Development Center:

Hospital Service Codes:

Child Neuro Development (**XCS, XCU, XCI, GNC**)

Contact: Maura Taylor

Normal Business Hours: 8:00A – 4:30 P

Extension:

444-8636	
444-5794 Metabolism and Genetics (GNC)	S. Kortick RN
444-3686 Neurology (XCU)	B. Crosby RN
444-5251 Specialty Services / Urology / Orthopedics (XCB,XCS)	M. Fournier, PT

After hours process:

Page physician on call for the service, schedule available on website. Contact the **Pedi Neurology Resident** or the attending on call for Metabolism / Genetics.

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Critical Result Reporting Process for Outpatient Areas

Satellite Locations :

East Providence : Hospital Service Codes : See Below
Contact : Margaret Prendergast, RN, ACM

Normal Business Hours:8:30A – 5:00P
Call provided extension during normal business hours.

Extensions:

3-8680	Pedi Sleep Program (XSP)	Dr. Milliman
3-8680	Adolescent Specialties (XAE)	Dr. Abigail Donaldson
3-8680	Pedi Nephrology (XAC)	Dr. Mohammed Faizan
3-8680	Pedi Urology (XEU)	Dr. Dr. A Caldamone
3-8680	Pedi GI (XGE)	Dr. N. Leleiko
3-8680	Pedi Pulmonary (XPQ)	Dr. K. Daigle

East Greenwich :

Contact : Margaret Prendergast, RN, ACM

Normal Business Hours:8:30A – 5:00P
Call provided extension during normal business hours.

Extensions:

606-4300	Adolescent Specialties (XXF)	Dr. S. Reich
606-4300	Pedi Cardiology (XXH)	Dr. B. Goudie
606-4300	Pedi Nephrology (XXR)	Dr. M. Faizan
606-4300	Pedi Endocrine (XXI)	Dr. JB Quintos
606-4300	Pedi GI (XXG)	Dr. N. Leleiko
606-4300	Pedi Pulmonary (XXP)	Dr. Vehse

Long Term Care Facilities

Facility	Site code	Contact #
HATTIE IDE CHAFFEE	LH1	401-434-1520
WOONSOCKET HEALTH	LB3	401-765-2100
THE COVE AT GRACE BARKER	LD8	401-245-9100
LIFE CARE CENTER OF ATTLEBORO	LL4,LL6,LL7	508-222-4182
HERITAGE HILLS	L3R,L4K,L4J	401-321-2700
FRIENDLY HOME	L4D	401-769-7220
BROOKDALE SOUTH	L4N	402-789-4880

Algorithm for Communication of Critical Values for NH Patients

