

TRAINING UPDATE

Lab Location: GEC, SGAH & WAH
Department: Core Lab

Date Distributed: 2/24/2014
Due Date: 3/24/2014
Implementation: 3/24/2014

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Critical Values – Accepting Results in LIS GEC / SGAH / WAH.LIS03 v1
Description of change(s):
Section 4: Added definitions This revised SOP will be implemented on March 24, 2014

Document your compliance with this training update by taking the quiz in the MTS system.

Approved draft for training all sites (version 1)

Non-Technical SOP

Title	Critical Values – Accepting Results in LIS	
Prepared by	Leslie Barrett	Date: 12/10/2008
Owner	Marie Sabonis	Date: 12/10/2008

Laboratory Approval		
Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

Review:		
Print Name	Signature	Date

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1. PURPOSE

Critical (verify) values are programmed into the system to alert users when action must be taken on critical results. The person taking the critical result must confirm all results called by reading back the patient name, test name and test result.

2. SCOPE

All critical values must be documented as outlined in this procedure.

3. RESPONSIBILITY

Knowledge of this function is the responsibility of all laboratory staff.

4. DEFINITIONS

FAILED VERIFY - Denotes patient result is a critical value. A result qualifies based on critical values defined for a specified test on Sunquest.

CRIT - This is a Callback tag. This tag is appended to critical results based on a calculation or rule defined on Sunquest for a test. This tag alerts the tech that it is a critical value and required action, i.e., Critical phone. It will also qualify the test for Callback.

5. PROCEDURE

Function: MEM or OEM

1. Enter results into **MEM** or **OEM** as defined in procedures Manual Result Entry or On-line Result Entry.

2. If a result falls outside of the critical value limits, you will see the following:

SOD : 200-CRIT FAILED NORMAL [137-145]mmol/L
FAILED VERIFY [120-160] mmol/L
ACCEPT (Y/N)? : Y
Critical phone

NOTE: Critical values will have the code CRIT attached to the value.

3. At the accept (y/n)? prompt, type **Y** to accept the fact that the result is critical, and press enter. **NOTE - YOU ARE NOT ACCEPTING THE RESULT INTO THE SYSTEM AT THIS TIME!**
4. At the Accept, Modify, Display prior, Preliminary, or Reject prompt, you can do the following: (**NOTE - BEFORE ACCEPTING THE RESULT, PLEASE REFER TO STEP #5!**)
 - a. Type **D** to display prior results, and press *enter*. You will see any previous results for that test on the screen. Press *enter* to return to the entry session.
 - b. Type **P** to put the result into preliminary status, and press *enter*. This will allow you to recheck the result. If the test to be put into preliminary, you may type **P-TEST CODE** to put only that test into preliminary.
 - c. Type **R** to reject the result, and press *enter*.
5. Prior to accepting the result, you **MUST** attach a call statement to the result:
 - a. At the accept, modify, or reject prompt, type **M** to modify the result, and press *enter*. If the test to be modified is part of a battery, type **M-TEST CODE** and press *enter*. A message will appear stating

*** WARNING *** MODIFICATION OF TEST RESULTS WILL NOT REAPPLY CALCULATION. RECOMMEND REJECTING SPECIMEN AND RE-ENTER RESULTS. CONTINUE (Y/N): TYPE Y TO CONTINUE.

- b. With the cursor flashing under the result, type your call statement in the manner below: (**NOTE - THE CALL STATEMENT MUST HAVE THE NAME OF THE PERSON YOU CALLED AND READ BACK, AND THE TIME YOU CALLED**).
- c. The Text Code **CBACK (call to and read back by)** can be appended next to the result, then using free text (-;) add the name of the person taking the report and the time.

-CBACK-;Sue Smith 1030

- d. Or attach a free text statement to the result by typing a hyphen semicolon and the free text (-;**FREE TEXT**).

ALL DOCUMENTATION MUST BE ENTERED INTO THE LIS.

SOD : 200,*^,C-CRIT
-;CALLED TO AND READ BACK BY SUE SMITH AT 1030
You may attach a text code to the result by typing a hyphen and the text code (**-TEXT CODE**). This is illustrated below as **-CKD**.

SOD : 200,*^,C-CRIT-;CALLED TO/READ BACK BY SUE
AT 1030-**CKD**

CALLED TO/READ BACK BY SUE SMITH AT 1030
Result checked

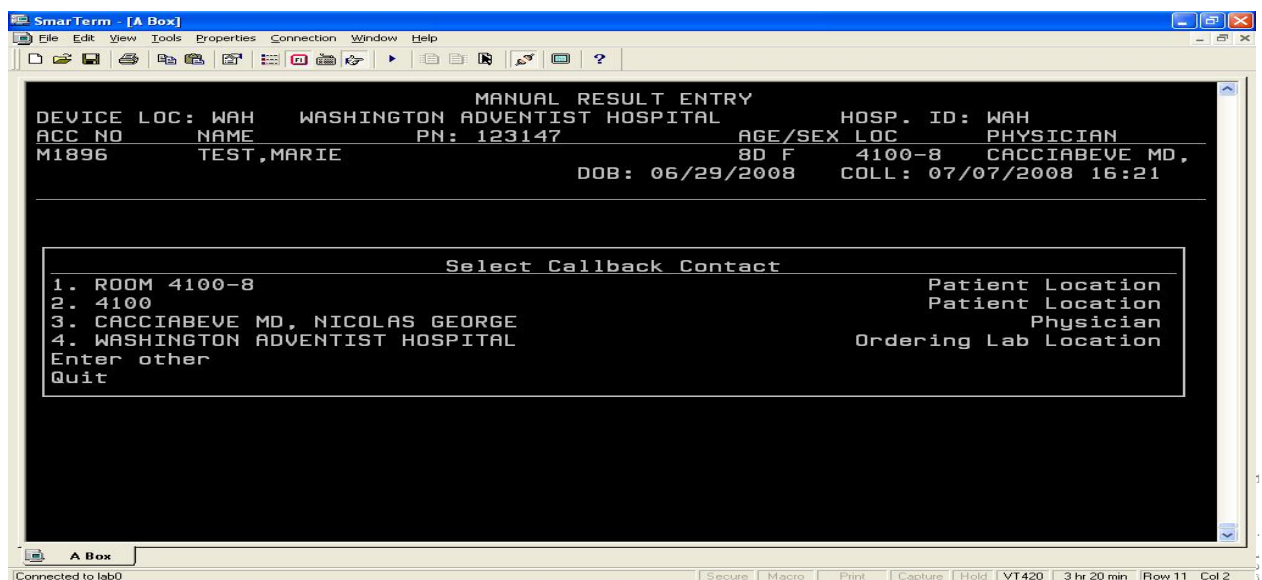
6. After attaching your call statement, you may accept the results. At the accept, modify, or reject prompt, type **A** to accept the result, and press *enter*.
7. A Call List box will appear next.

******* WARNING *******

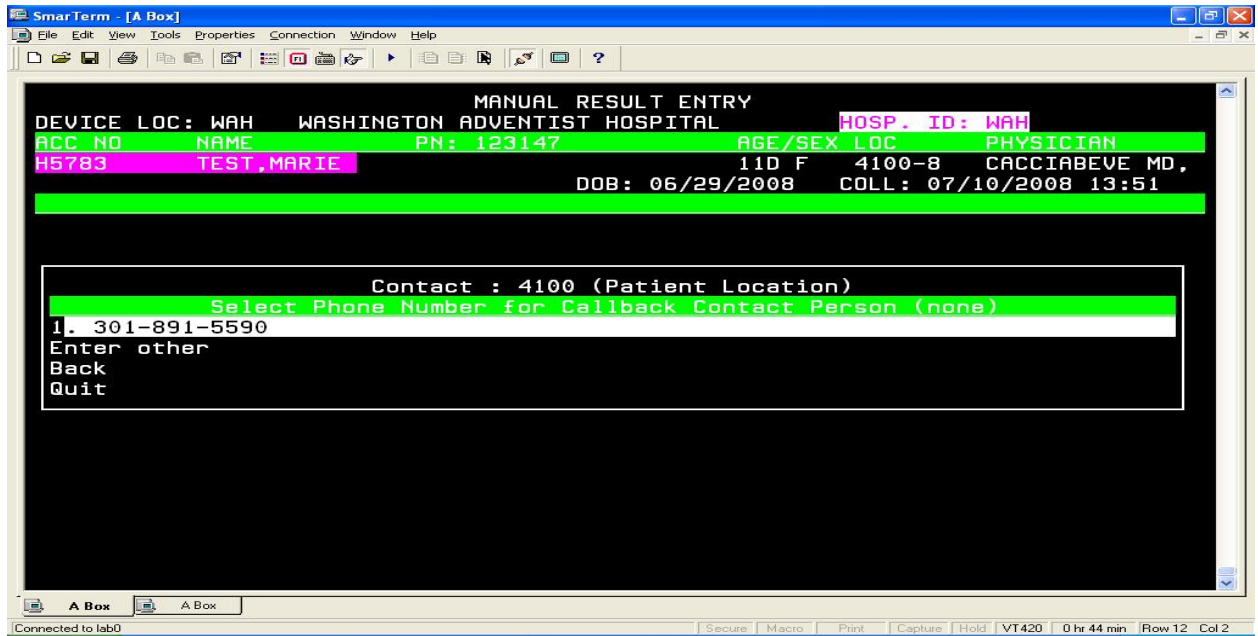
- a. The CALL window that displays is alerting you that these results need to be called. If you Quit out of the window before you make any selections then the Results/Order will not qualify for Callback. Do NOT select QUIT.
- b. For Inpatients, follow the steps below. For Outpatients, follow steps in section B.

A. FOR INPATIENTS:

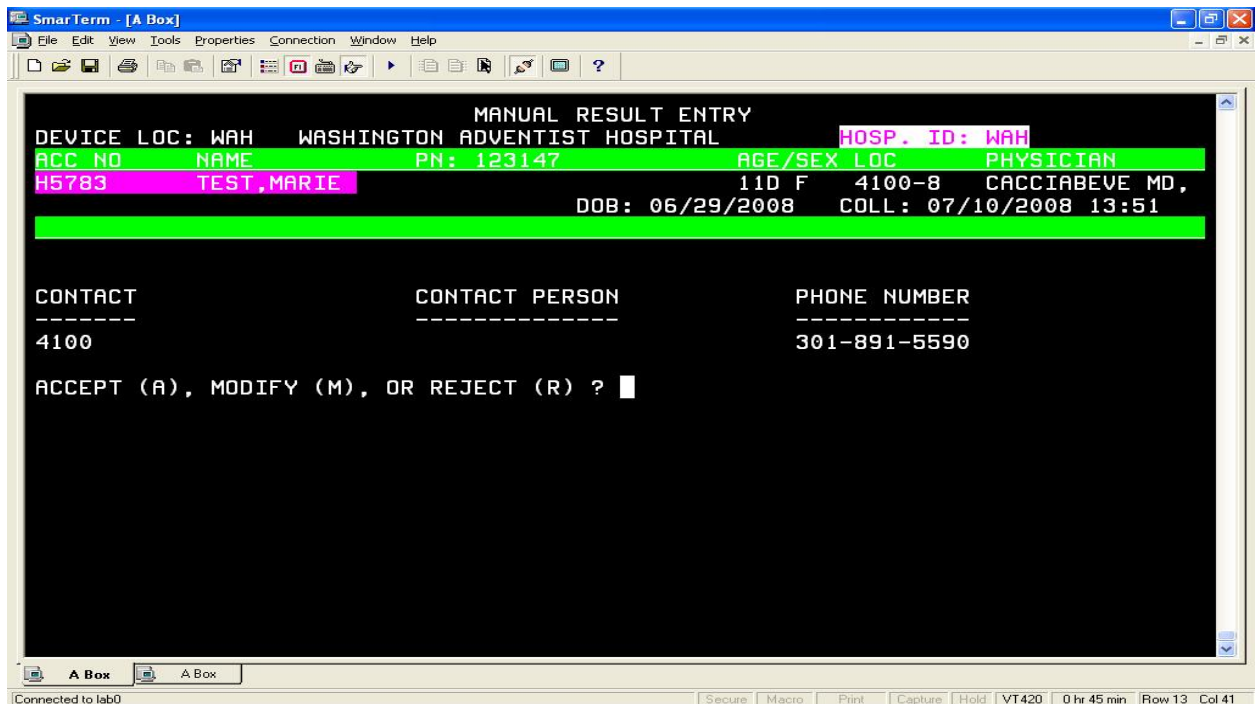
1. Using the arrow keys, arrow down and highlight the Nursing Unit, i.e., 4100 and press **ENTER**.



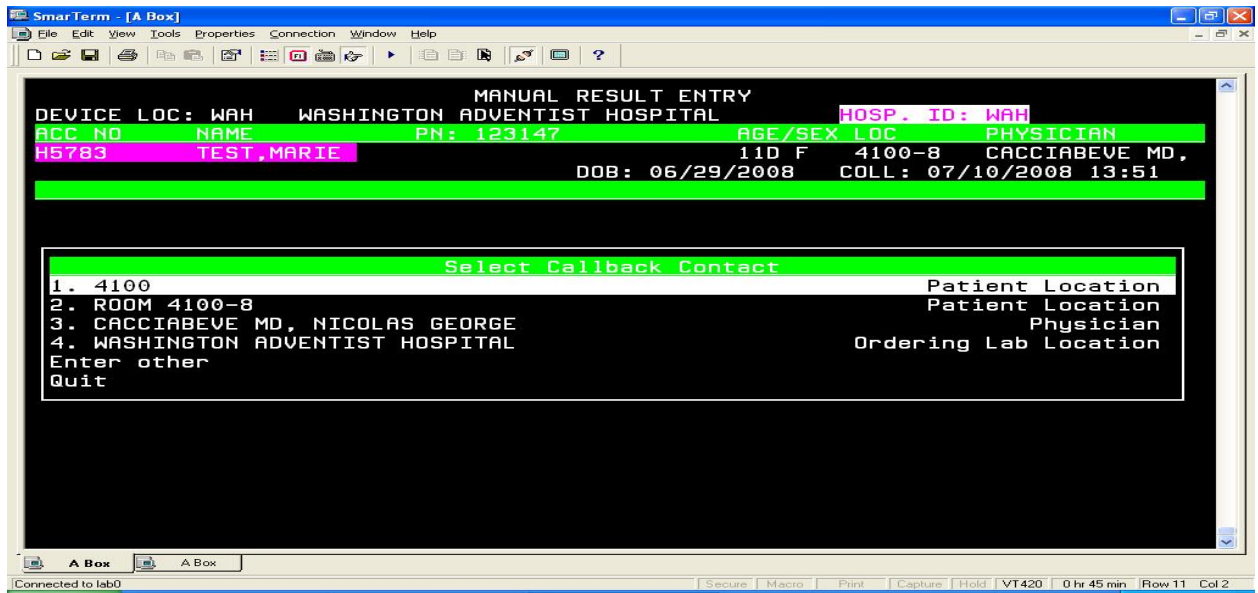
2. The phone number to the Nursing Unit display. Press **ENTER** to select it.



3. The contact information displays. Select **A** to accept. The accession will now qualify for Callback.

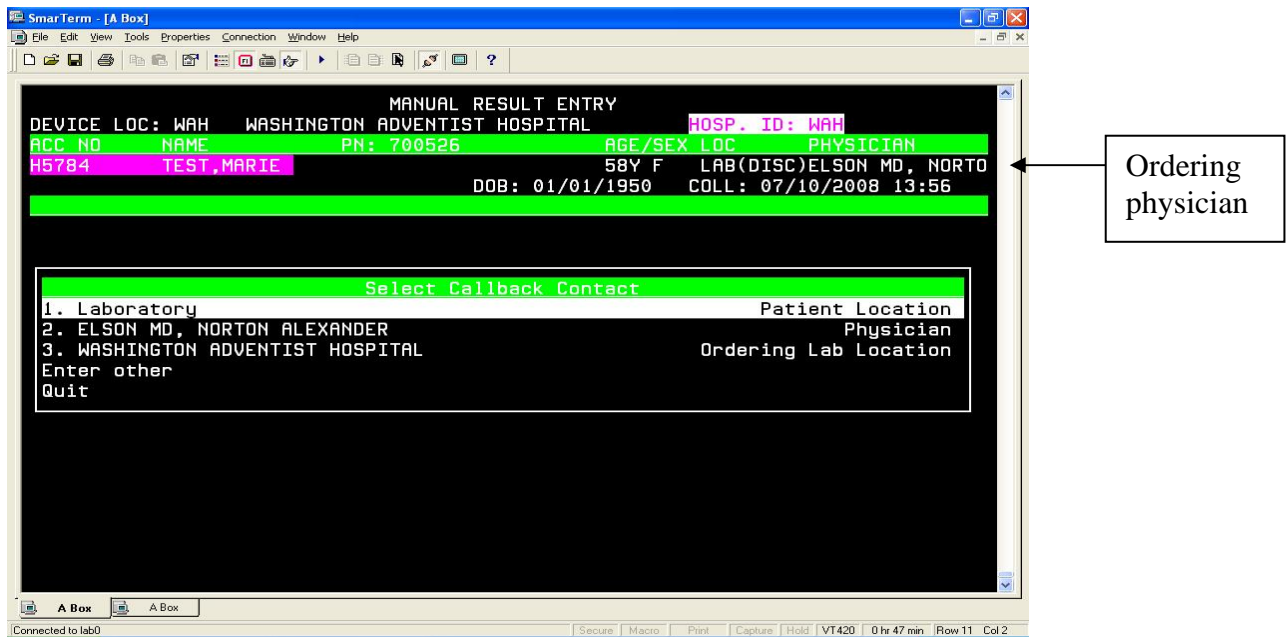


4. The Call window display again. Arrow down and highlight **Quit** and press **Enter**

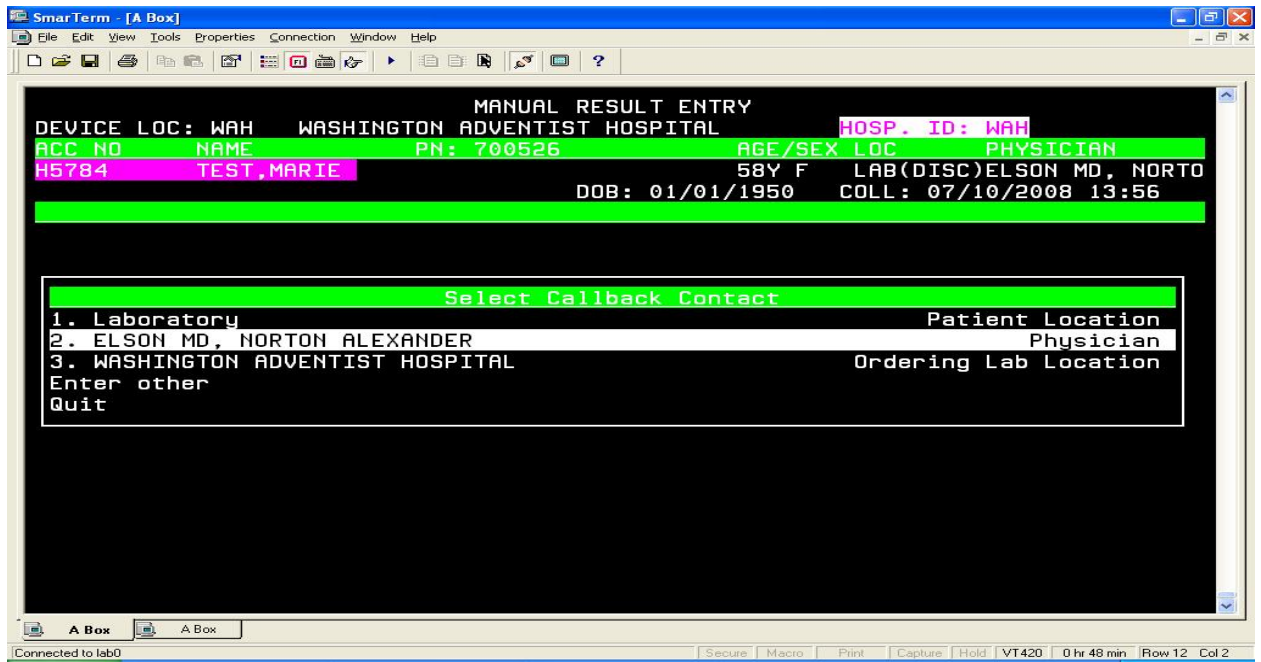


B. OUTPATIENTS:

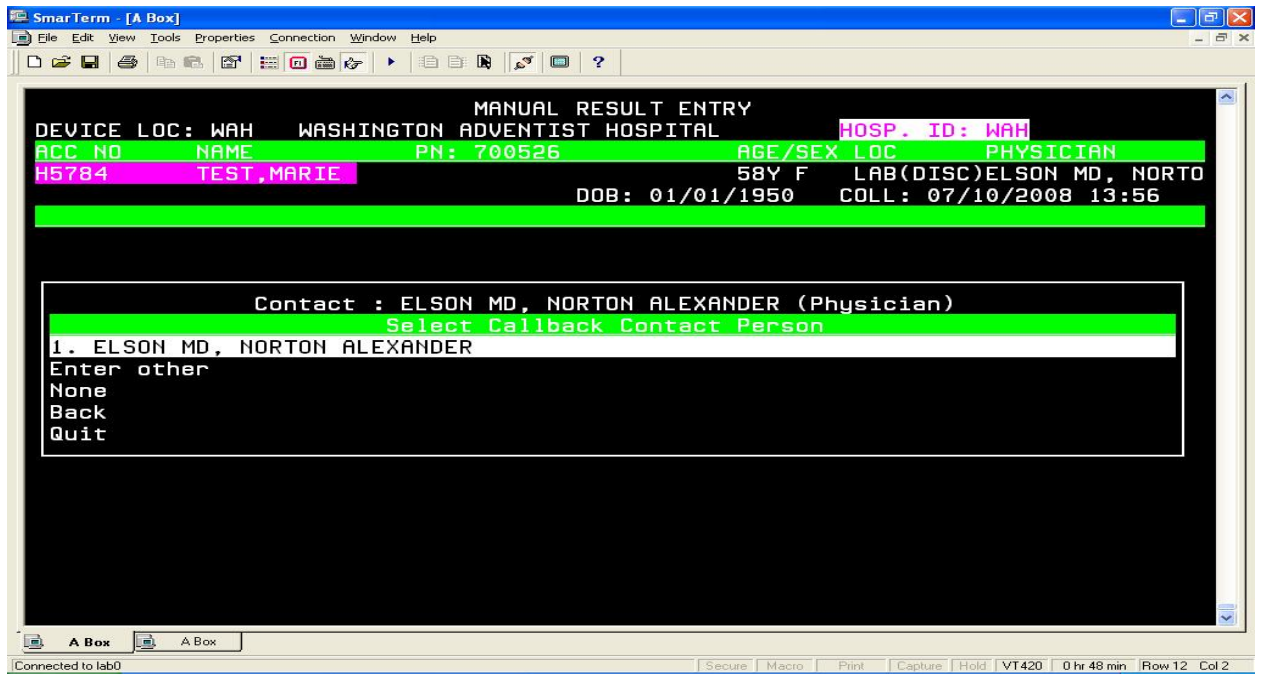
1. Arrow down and highlight the physician and press **ENTER**. If there are multiple physicians listed then select the ordering physician. This can be found on the top right hand corner of the screen.



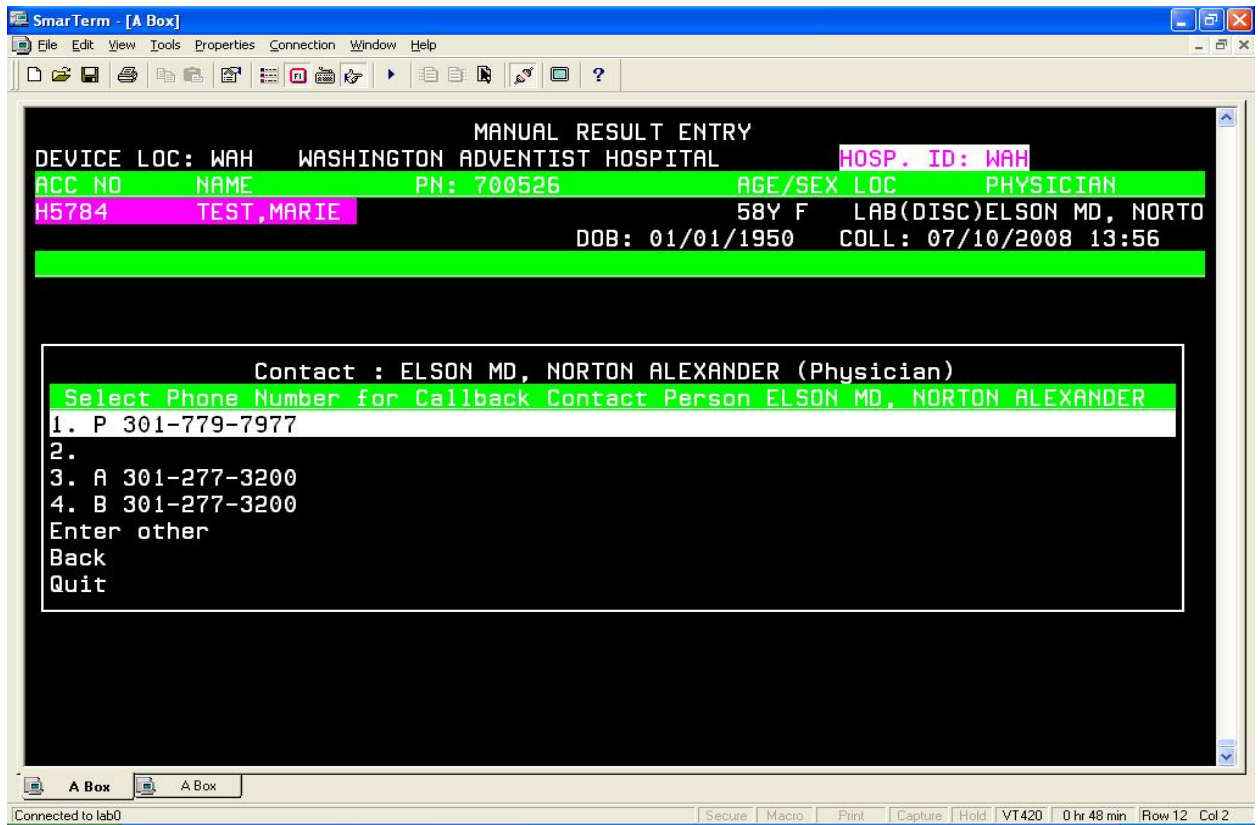
2. Select the physician and press **ENTER**.



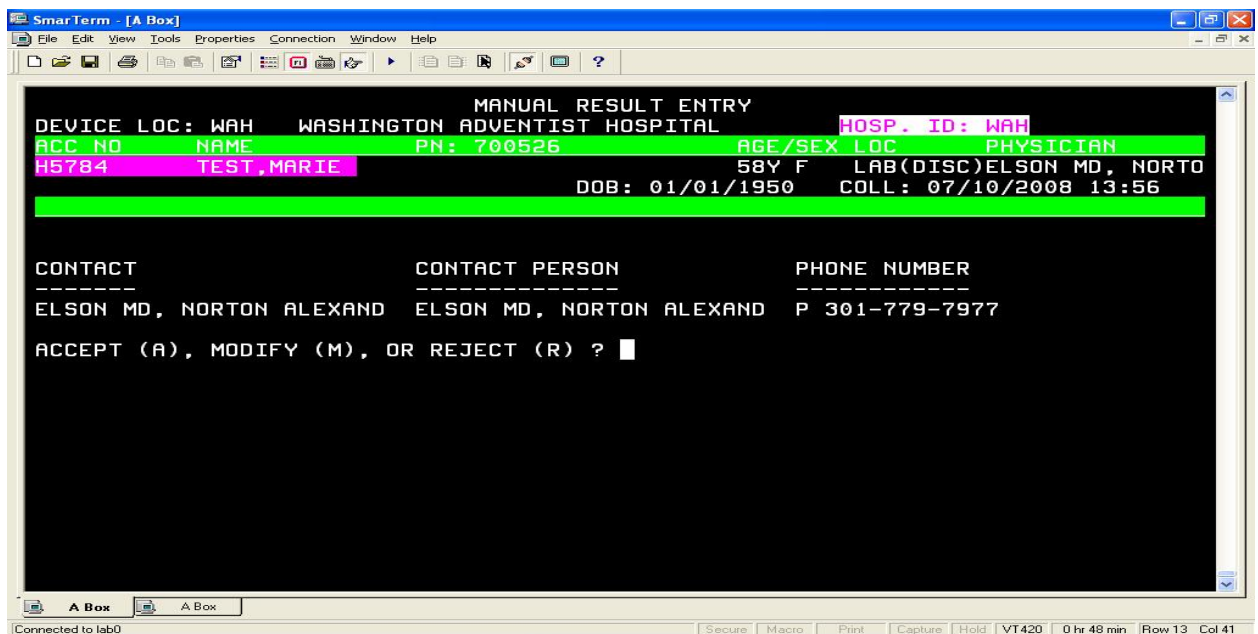
3. Physician displays on screen and press **ENTER** again



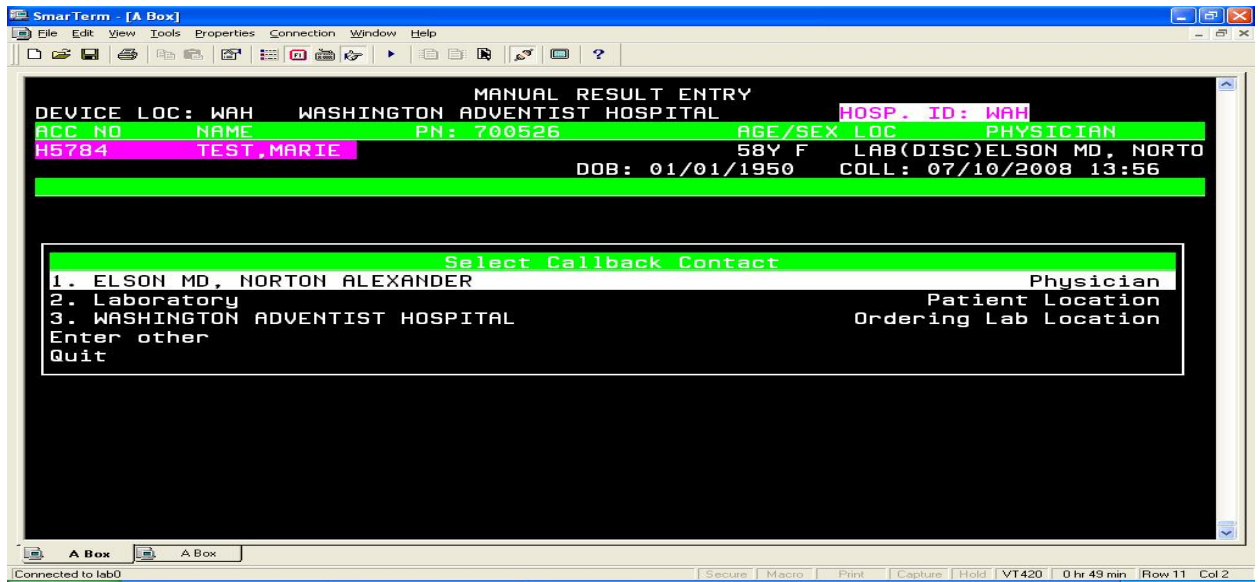
4. Using the arrows, highlight the phone number. The number is denoted by the “P” prefix in front of the phone number. Press **ENTER** to make the selection.



- The confirmation screen displays. Select **A** to accept. The accession will now qualify for Callback for Front Desk to call results.



- You will be prompted again to select another person or place you want to notify. Arrow down to highlight **Quit** and press **ENTER**. You are done.



6. **RELATED DOCUMENTS**
 Critical Values, Laboratory policy
 Callback, LIS procedure

7. **REFERENCES**
 SunQuest Systems Functions Training Manual, 7/3/2001

8. **REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP LIS040.001		
000	2/11/14	Section 4: Added definitions Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13.	M. Sabonis	M. Sabonis

9. **ADDENDA AND APPENDICES**
 None