TRAINING UPDATE

Lab Location:	SGMC & WAH	**Date Distributed:**	3/19/2015
Department:	Core & Client Service	**Due Date:**	3/31/2015
		Implementation:	**4/1/2015**

DESCRIPTION OF PROCEDURE

Name of procedure:

Outpatient Critical Values   SGAH.L901, WAH.L899 v0

Outpatient Critical Value Call Log AG.F317.1
Outpatient Critical Value Log, Call to Medical Provider AG.F320.0

Description of change(s):

New SOP that describes the internal process for calling OP critical values. This process has been in place at SG for many years and has recently been implemented at WAH.

The log used by Core Lab has been updated to include WAH in the header.
The log used by Client Service has been placed under document control

The SOP and Forms will be implemented on April 1, 2015

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

Approved draft for training

Non-Technical SOP

Title	**Outpatient Critical Values**	
Prepared by	Leslie Barrett	Date: 3/3/2015
Owner	Lori Loffredo	Date: 3/3/2015

Laboratory Approval		
Print Name and Title	**Signature**	**Date**
Refer to the electronic signature page for approval and approval dates.		

Local Issue Date: Local Effective Date:

Review:		
Print Name	**Signature**	**Date**

Form revised 3/31/00

SOP ID: WAH.L899, SGAH.L901
SOP version # 0

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1.   PURPOSE

This procedure describes the internal notification process for critical values on
outpatients.

2.   SCOPE

This procedure applies to critical values reported on outpatients when the client service
desk is open.

3.   RESPONSIBILITY

All laboratory staff must comply with this procedure.

When the outpatient service desk is open
- Laboratory technologists are responsible for notifying client service
  personnel of outpatient critical results
- Client Service personnel are responsible for calling outpatient critical values
  to the medical provider.

4.   DEFINITIONS

Critical value – potentially life threatening result for a specific laboratory test

Outpatient – a patient serviced by the Lab Outpatient drawing area, usually registered to
SLAB or WLAB

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5.   PROCEDURE

    A. Technical staff

      1. This process is followed for any outpatient critical value that is reported while the outpatient service desk is open. Refer to the policy Laboratory Service Expectations for hours.

      2. Call the Client Service desk and document the call on the Outpatient Critical Value Call Log.
          SGMC extension 6085
          WAH extension 5142

      3. Document the date and time of call, accession number, patient name, and test. Also record your tech code and person who received the information. It is not necessary to provide the actual test result.

      4. When the outpatient service desk is closed, call the result to the medical provider and document in the LIS or Data Innovations. See Related Documents for appropriate procedures.

    B. Client Service personnel

      1. When a call is received, document the call on the Outpatient Critical Value Log, Call to Medical Provider form.

      2. Record the following information
         a. date and time of call
         b. name of the person calling
         c. accession number
         d. patient name
         e. test
         f. who the result is called to

      3. Call the result to the medical provider and document in Callback. Refer to the procedure Callback for details.

6.   RELATED DOCUMENTS
Critical Values, Laboratory policy
Critical Values – Accepting Results in LIS, LIS procedure
Callback, LIS procedure, LIS procedure
Data Innovations Instrument Manager, Laboratory policy
Laboratory Service Expectations, Laboratory policy
Outpatient Critical Value Call Log (AG.F317)
Outpatient Critical Value Log, Call to Medical Provider (AG.F320)

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7. **REFERENCES**
   N/A

8. **REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By

9. **ADDENDA AND APPENDICES**
   None

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☐ Washington Adventist Hospital

Outpatient Critical Value Log – Call to OP Desk

Date	Time	Acc #	Patient Name	Test	Tech Code of Caller	Called To *

* Name of Field Ops personnel notified

AG.F317.1

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Outpatient Critical Value Log – Call to Medical Provider

Call STAT and document in Callback

Date	Time	Tech Name	Acc #	Patient Name	Test	Called To