TRAINING UPDATE

Lab Location:	GEC, SGMC & WAH	Date Distributed:	3/27/2015
Department:	Core	Due Date:	4/30/2015
		Implementation:	5/1/2015

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Critical Values – Accepting Results in LIS **GEC/SGAH/WAH.LIS03 v2**
Description of change(s):
Section 2: clarify applies to SQ LIS, not DI system Section 5: specify inpatient calling in step 4 　　　　　Mandate use of CBACK code in step 5 　　　　　Revise instruction for Callback 　　　　　Add outpatient process in step 8 　　　　　Remove all Callback screen shots Section 6: add form, DI and OP Critical SOPs This revised SOP will be implemented on May 1, 2015

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

Approved draft for training (version 2)

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**
Refer to the electronic signature page for approval and approval dates.		
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~~. This procedure applies to critical values that are called and documented by technical staff in Sunquest. It does not apply to critical values that are documented in Data Innovations Instrument Manager; refer to that SOP for details.

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**

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

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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 one the following.
Note: Before accepting the result on an inpatient, it must be called to the nursing unit. Refer to step 5 for instructions to document the call.
For result on an outpatient, see step 8.

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 is part of a battery, you may type **P-TEST CODE** to put only that test into preliminary status.

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.

The Text Code **CBACK (call to and read back by)** must be appended next to the result, then use free text (-;) to add the name of the person taking the report and the time.

-CBACK-;Sue Smith 1030

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Note: The call statement must have the name of the person you called and read back, and the time you called.

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

==*Staff should not use free text, always use CBACK code*==
~~**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**.~~
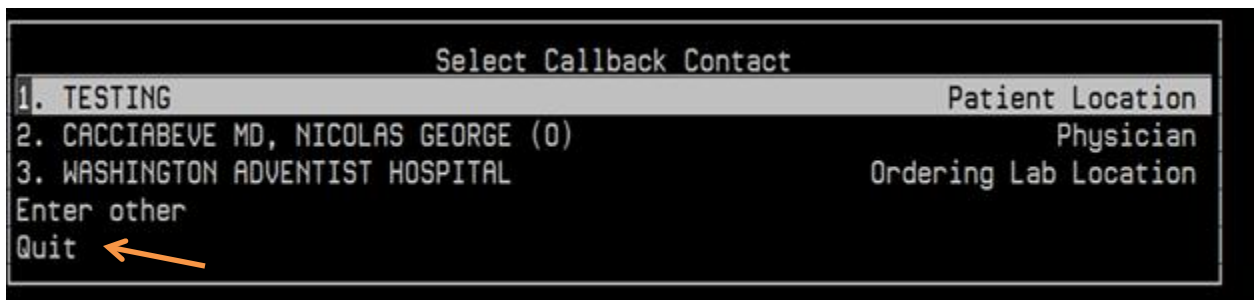
~~SOD   : 200,*^,C-CRIT -;CALLED TO/READ BACK BY SUE AT 1030 -**CKD**~~

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

6. After attaching your call statement, 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.
   b. Select **QUIT**. Results for outpatients will qualify to Callback; results for inpatients will NOT go to Callback.


```
                      Select Callback Contact
1. TESTING                                          Patient Location
2. CACCIABEVE MD, NICOLAS GEORGE (O)                       Physician
3. WASHINGTON ADVENTIST HOSPITAL             Ordering Lab Location
Enter other
Quit
```

8. For Outpatients
   a. Outpatient critical values are called by Client Service personnel when the outpatient service desk is open.
      • Refer to the policy Laboratory Service Expectations for hours.
      • Call the Client Service desk and document the call on the Outpatient Critical Value Call Log
   b. When the outpatient service area is closed, laboratory technical staff is responsible for notifying the medical provider.
      • Call documentation is entered in the LIS in the same manner as inpatients.

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- Additional information about contacting physician offices after hours can be found in the policy Critical Values.

6. RELATED DOCUMENTS

Critical Values, Laboratory policy
Callback, LIS procedure
Data Innovations Instrument Manager, Laboratory policy
Outpatient Critical Values, Laboratory policy
Outpatient Critical Value Call Log (AG.F317)

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
1	3/18/15	Section 2: clarify applies to SQ LIS, not DI system Section 5: specify inpatient calling in step 4, mandate use of CBACK code in 5, revise instruction for Callback, add outpatient process in step 8. Remove all Callback screen shots Section 6: add form, DI and OP Critical SOPs	L Barrett	M Sabonis

9. ADDENDA AND APPENDICES

None

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