

TRAINING UPDATE

Lab Location: GEC, SGMC & WOMC
Department: Core Lab

Date Distributed: 8/21/2019
Due Date: 9/21/2019

DESCRIPTION OF REVIEW

Name of procedure:
Critical Values – Accepting Results in LIS SGAH.LIS03 v5
Description:
<p><i>Notes:</i></p> <ul style="list-style-type: none"><i>• There is <u>no change</u> to this SOP.</i><i>• This update is intended to reinforce the proper format for documenting called results.</i><i>• <u>Why?</u> – During a recent audit of results (part of an investigation for a clerical error), it was noted that many calls are being documented incorrectly. The purpose of our SOPs is to standardize processes.</i> <p>Review the SOP and take the quiz to demonstrate your knowledge of how to format your call documentation electronically.</p> <p>A follow up audit will be done to measure the effectiveness of this training.</p>

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

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

TABLE OF CONTENTS

1. PURPOSE.....	2
2. SCOPE.....	2
3. RESPONSIBILITY.....	2
4. DEFINITIONS.....	2
5. PROCEDURE.....	3
6. RELATED DOCUMENTS.....	5
7. REFERENCES.....	5
8. REVISION HISTORY.....	5
9. ADDENDA AND APPENDICES.....	5

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

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.

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 on an inpatient, 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 full name of the person taking the report, the date and time and tech code.

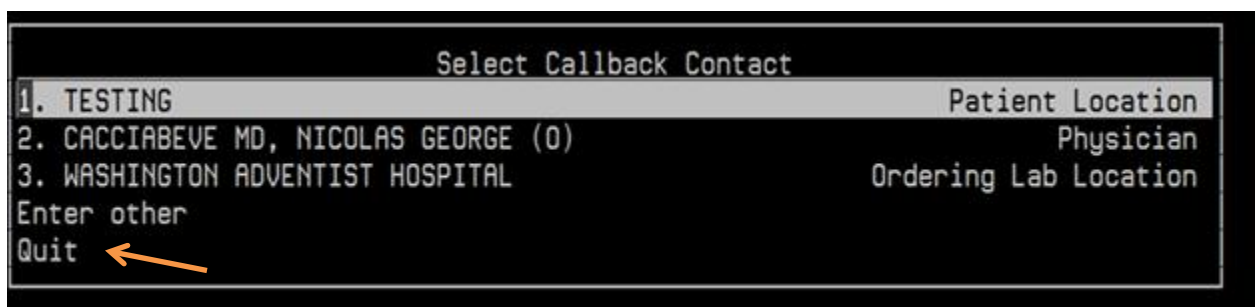
-CBACK-;Sue Smith 072415 1030 1234

Notes:

- The call statement **MUST** have the full name of the person you called and read back, and the date and time you called.
 - If the result is called to a physician, first name is **NOT** required. Document as **;Dr Last name**
 - Do **NOT** enter any special characters (@, /, #, :, etc.) in the comment.
 - Enter the date as 6 digits in format MMDDYY (example: 032216 for March 23, 2016)
 - Use military time (example: 1400 for 2 PM). Do **NOT** insert a colon or AM/PM.
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.



8. For Outpatients
 - a. Outpatient critical values are called by Field Ops personnel when the outpatient service desk is open.
 - Refer to the policy Laboratory Service Expectations for hours.
 - Call the Client Service desk / OP Lab area 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.
- Additional information about contacting physician offices after hours can be found in the policy Critical Values.

6. RELATED DOCUMENTS

Critical Values, Laboratory policy
 MEM - Manual Result Entry, LIS procedure
 OEM - On Line Entry Method, LIS procedure
 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
2	8/4/15	Section 5: add requirement to document date in call comment, and do not enter special characters	L Barrett	M Sabonis
3	6/10/16	Section 5: add tech code to call documentation, specify format for date and time	L Barrett	M Sabonis
4	6/18/18	Header: add other sites	L Barrett	M Sabonis

9. ADDENDA AND APPENDICES

None