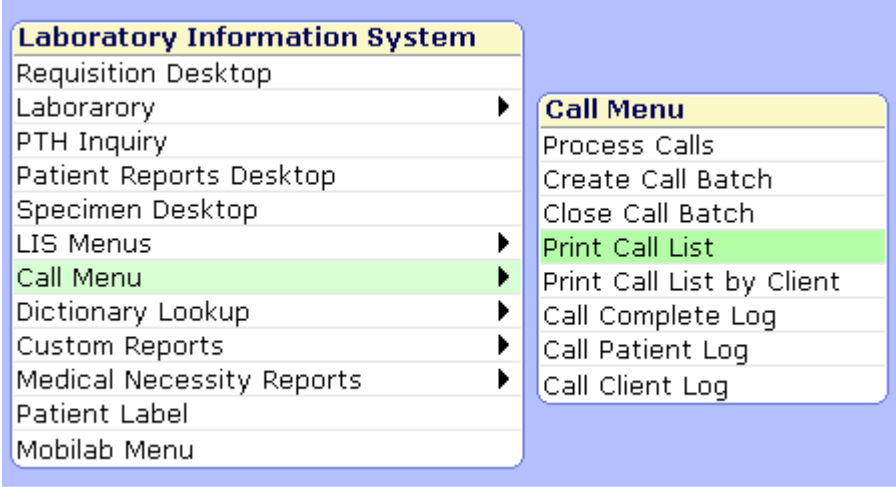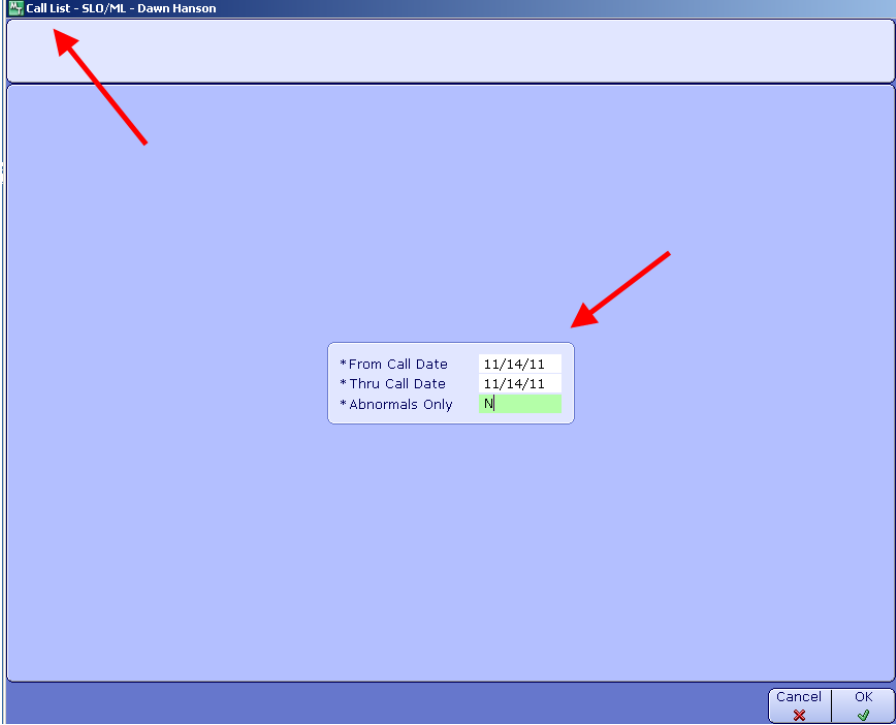| **Policy Statement**	It is the policy of the Laboratory to call or fax results upon request to the health care provider.
Purpose	To provide instructions for the Meditech Call Menu functions to expedite and document the calling and faxing of Laboratory test results.
Scope	This procedure is applicable to each Laboratory section that handles STAT testing and/or reporting.
Responsibility	The person entering the test request is responsible for adding the call or fax information. The Lab Office associates are responsible for calling or faxing routine and STAT result reports Monday-Friday 9 AM - 7 PM. STAT test results are to be managed by the Core Lab Charge Tech when the Lab Office is closed (evenings, weekends & holidays).

A. STAT Results Reporting Protocol

1. The Call Menu contains functions to track patient results that need to be called or Faxed based on the information entered at Order Entry.

    a. The Call List is a report that lists all patients by accession number that require results to be called or Faxed. This list will contain STAT and Routine requests.

    b. The Create Call Batch function will pull all call and Fax requests into the function. CDS Desktop works within this function to Fax the reports.

    c. After STAT requests have been called or Faxed, use the Call Batch function to document that the STAT was communicated to the requester.

    d. For MEDLAB patients - all results are to be Faxed to MEDLAB, not the nursing home, critical alert values are also to be called to MEDLAB.

2. The Lab Office will handle calling or Faxing (as requested) all STAT results during the time period 9 AM – 7 PM, Monday - Friday. The Call List is to be pulled at 9 AM, 11 AM, 1 PM, 3 PM, 5 PM and 7 PM.

3. Monday - Friday, 7 PM, 11 PM, 2 AM, 5 AM and all day Saturday and Sunday and holidays, the Core Lab Charge Tech is responsible for monitoring the Call List for STAT requests.

a. For evening and night shifts, the Call List is to be pulled at 9 PM, 11 PM, 2 AM and 5 AM. The Charge Tech will review the Call List for any accession numbers ending with an **S**.

b. For dayshift - weekends and holidays, the Call List is to be pulled by the Core Lab Charge Tech at 9 AM, 11 AM, 1 PM, 3 PM, 5 PM and 7 PM.

c. The Charge Tech can hand the Call List off to a Lab Assistant to perform the Call Batch function.

d. The associate is to document within the Call Batch function that the STAT results were called or Faxed and put a check mark on the Call List for each set of patient results that are successfully called or Faxed.

e. See #5 and #6 for instructions if attempts to call or Fax are unsuccessful. For critical alert values follow the instructions provided in LADM 6005 Q Alert Value List and Notification Process.

f. When the Call List is done, date and initial the Call List and return it to the Charge Tech.

g. The Charge Tech is to review the Call List for appropriate documentation, date and initial it; place the document in the binder titled STAT Call List.

4. On Saturdays, Sundays and holidays; the Charge Tech is to pull the Call List every 2 hours: 9 AM, 11 AM, 1 PM, 3 PM, 5 PM, 7 PM, 9 PM, 11 PM, 2 AM & 5 AM; limit the list to patient test orders with a STAT priority.

B. Procedure

Step	Call Fax Procedure
1.	Log into Meditech, select Laboratory, select ML, select Call Menu
2.	From the Call Menu, select Print Call List

3.	The Call List window opens, complete the prompts:
	    a. *From Call Date*, enter T-1
	    b. *To Call Date*, enter T
	    c. *Abnormals Only* enter N
	    d. Choose Print or Preview from the side menu, select OK
	    e. Print the Call List and review for any STAT accession numbers
	    f. If no STAT requests are on the List, initial and place in the STAT Call List binder

Step	Call Fax Procedure
	g. If STAT requests are on the Call List, the Charge Tech can give the report to Lab Assistant to complete the *Create Call Batch* function. The Call Batch provides a documentation trail for the calling/Faxing of results h. The Charge Tech is responsible for completing the Call Batch function if the Lab Assistant is unable or unavailable **Laboratory Information System** Requisition Desktop Laborarory ▶ PTH Inquiry Patient Reports Desktop Specimen Desktop LIS Menus ▶ Call Menu ▶ Dictionary Lookup ▶ Custom Reports ▶ Medical Necessity Reports ▶ Patient Label Mobilab Menu **Call Menu** Process Calls Create Call Batch Close Call Batch Print Call List Print Call List by Client Call Complete Log Call Patient Log Call Client Log Call List - SLO/ML - Dawn Hanson *From Call Date 11/14/11 *Thru Call Date 11/14/11 *Abnormals Only N Cancel OK

| Step	Call Fax Procedure
4.	To create a batch open the Call Menu; select the *Create Call Batch* function and complete the fields as follows: a. *From Date,* **enter T-1** b. *Thru Date,* **enter T** c. *Results,* enter ALL d. *Priorities,* enter S e. *Modules,* LMB (default) f. *Maximum Number of Patients,* **enter 50** g. Choose Print or Preview from the side menu, select OK h. As the patient reports on the Call List are called or Faxed in the Process Calls function, place a check next to the patient's name if successful or an X if unsucessful i. **The patients will continue to show on the Call List until the appropriate response is entered in the *Action* field through the *Call* button at the bottom of the Call Batch screen in the Attempted Calls function**

5.   Documenting the call or Fax using the Process Calls function:

        a.   Open the Call Menu, select Process Calls
        b.   Click on the drop-down arrow to bring up available Call Batches
        c.   Highlight the appropriate Call Batch
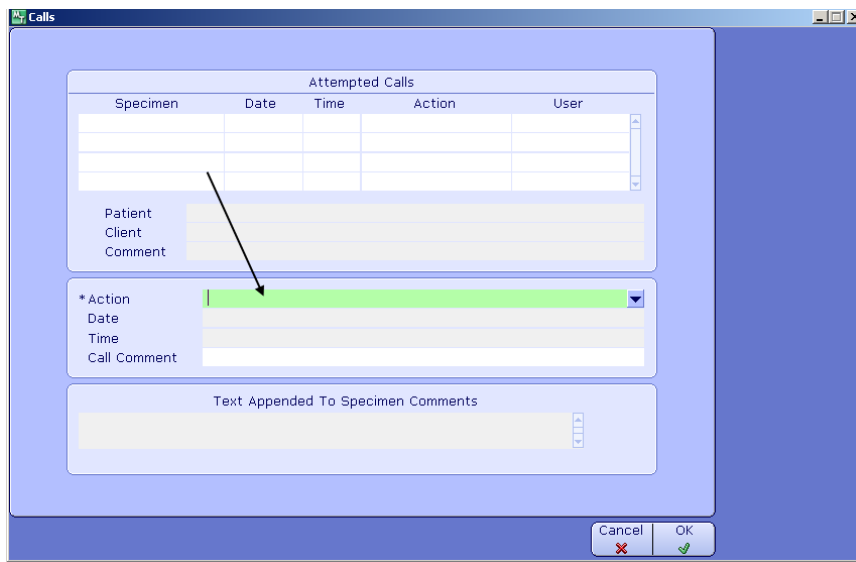   d.   Click or select Enter to open
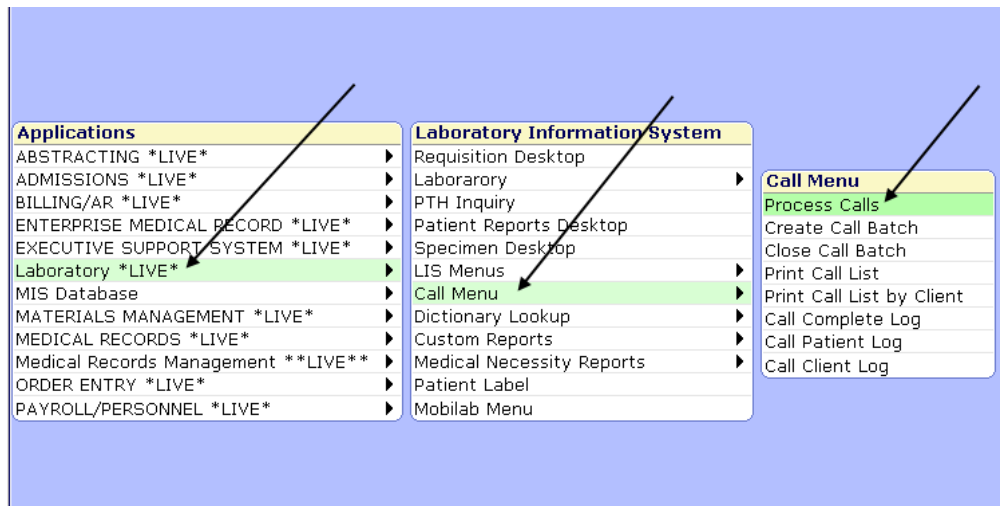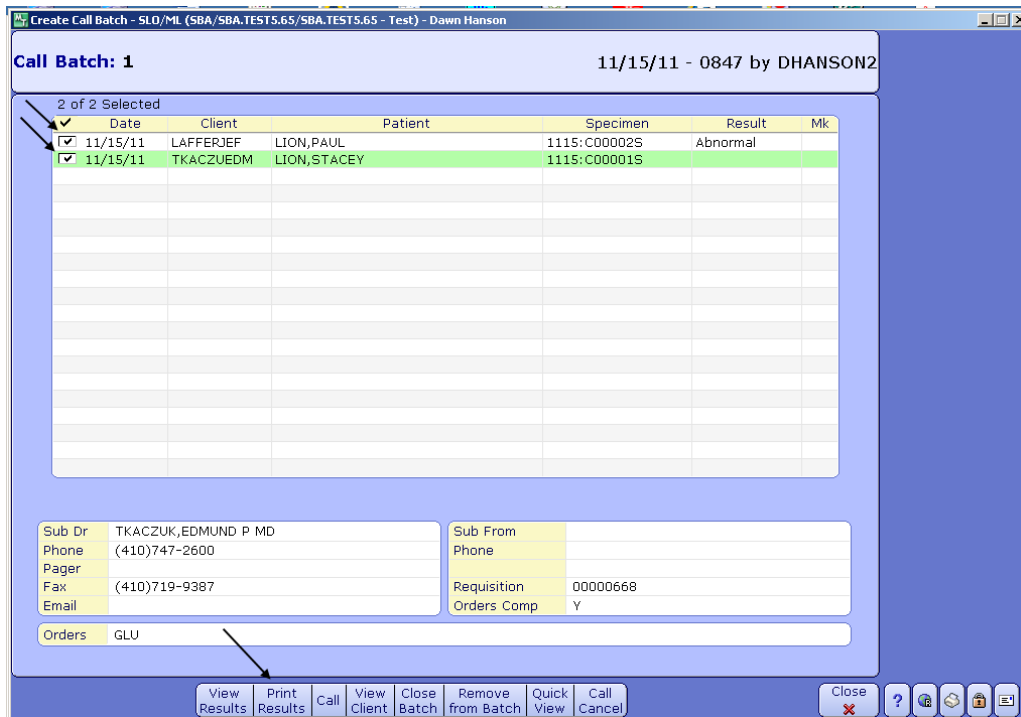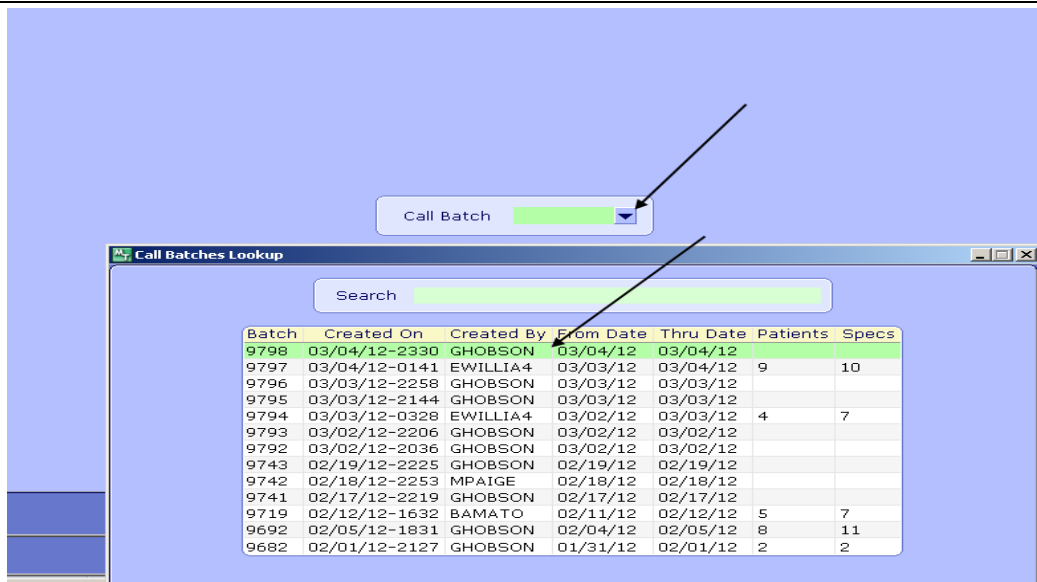
e. Select the 1st check box or highlight the patient on the first line
f. Select *Print Results* to open the result report, select *Preview*
g. Review the *Comment* field to determine if the STAT results are to be called, Faxed or both

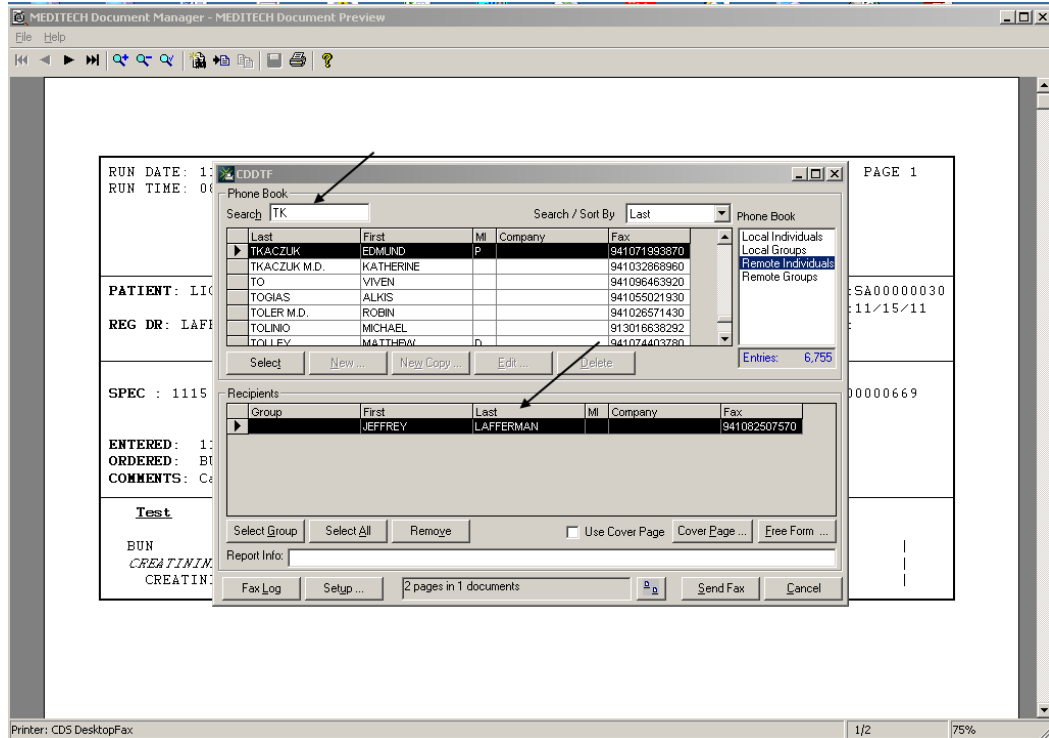|	
	h. If the request is to call the results and a phone number is listed on the result report, use that number to call the provider i. If successful in reaching the provider, place a C (or Call) next to the patient's name on the Call List **Note: The most efficient way to process the Call Batch is to handle all of the call requests and then the Fax requests; instructions for Faxing using *CDS DesktopFax* are described in Step 9** j. Select the *Call* button to the right of the *Print Results* button k. The Attempted Calls window opens
6.	The Attempted Calls function must be completed to document the reporting (called or Faxed) of the STAT results: a. At the **Action* field, click on the drop down arrow and select the appropriate response (Called, Faxed, Called-Busy, etc.) b. Press Enter, to go to the next line, the *Date* will default in c. Press Enter again to default in the *Time* d. Press Enter to drop to the *Comment* field and a canned comment will be appended and show in the Comment box e. The appended comment will also show on the result report f. select OK, the window will close and return to the patient report, click on the X to close the report and return to the Call Batch screen
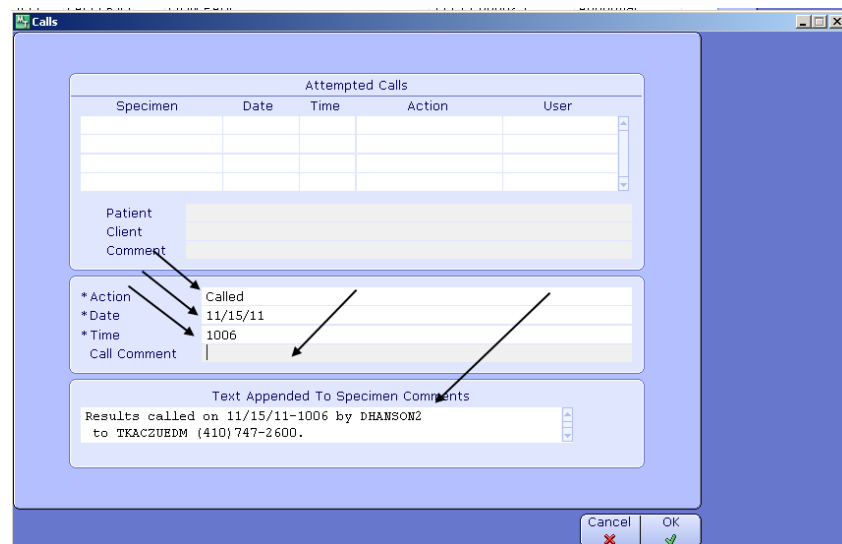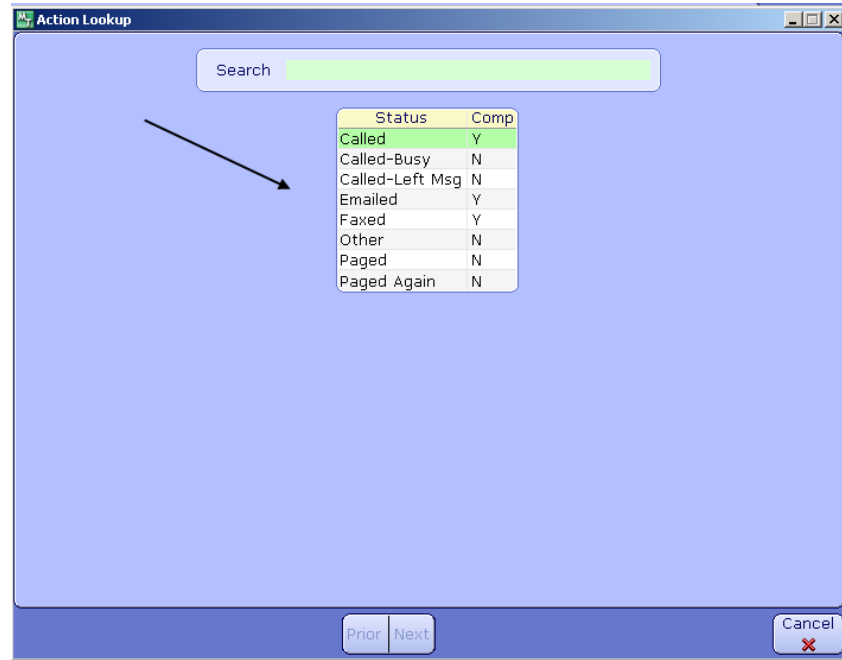
7.	After completing the requests for STATs to be called, process any requests for STAT results to be Faxed:
	    a. From the Call Batch window, select a patient with results to be Faxed
	    b. Click on the *Print Results* button to open the patient report
	    c. Click on the *Print* icon, the Meditech Document Manager opens
	    d. At the Printer field, click on the drop down arrow, scroll to select CDS

DesktopFax
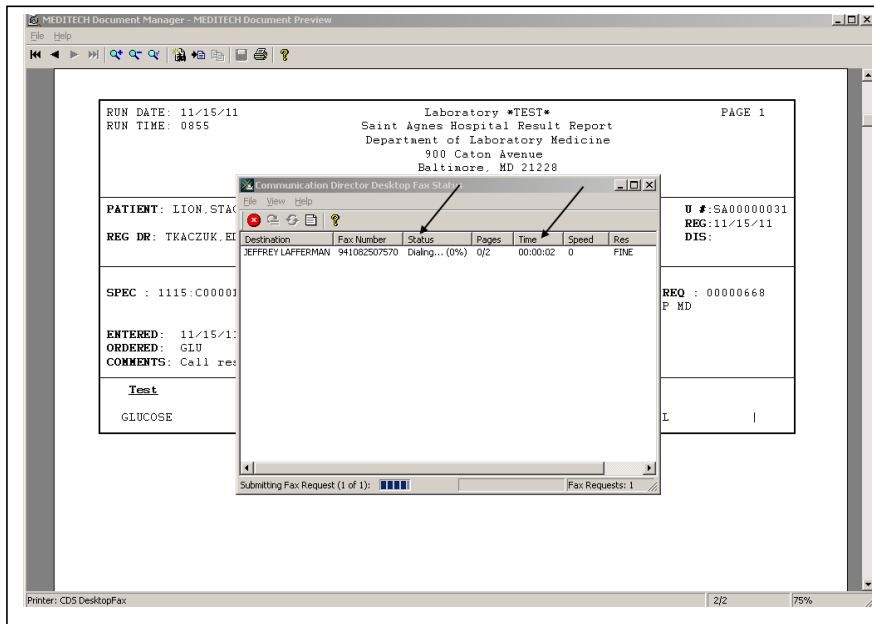 e. Select *Print all*
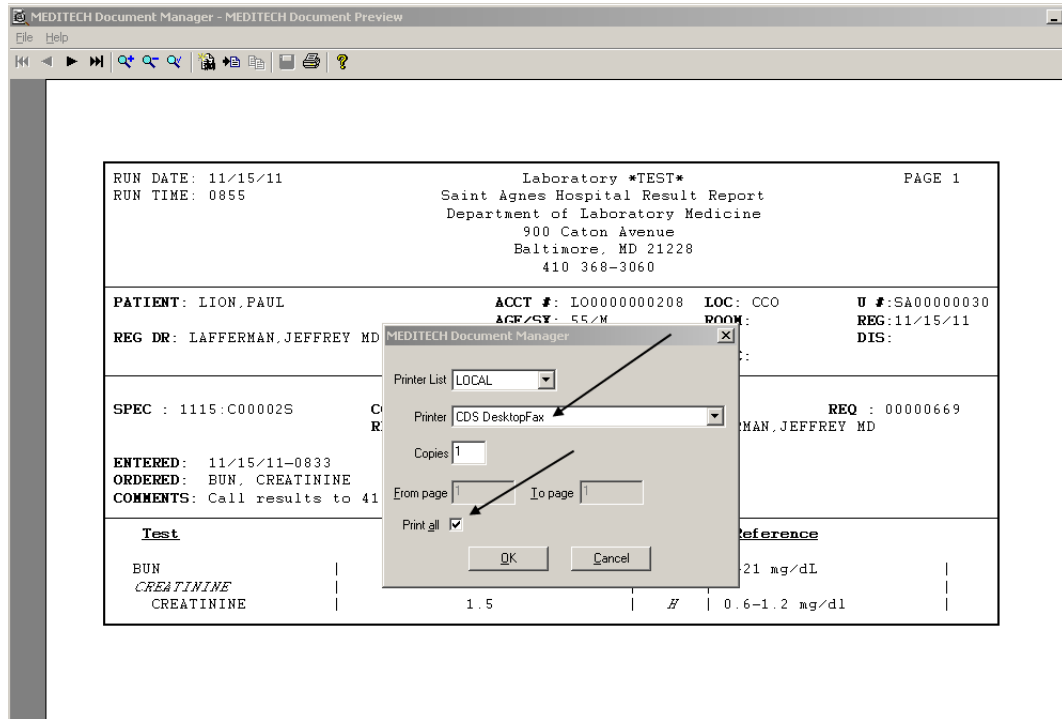
8.	The CDS DesktopFax window opens. Use CDS DesktopFax to autofax the report using a Fax number in the Meditech provider directory or the Free Form button (lower right) to enter an explicit Fax number from the patient's report. The 1st screen shot shows the screen for entry of the provider information. The 2nd screen shot shows the Fax Status window (e & f)

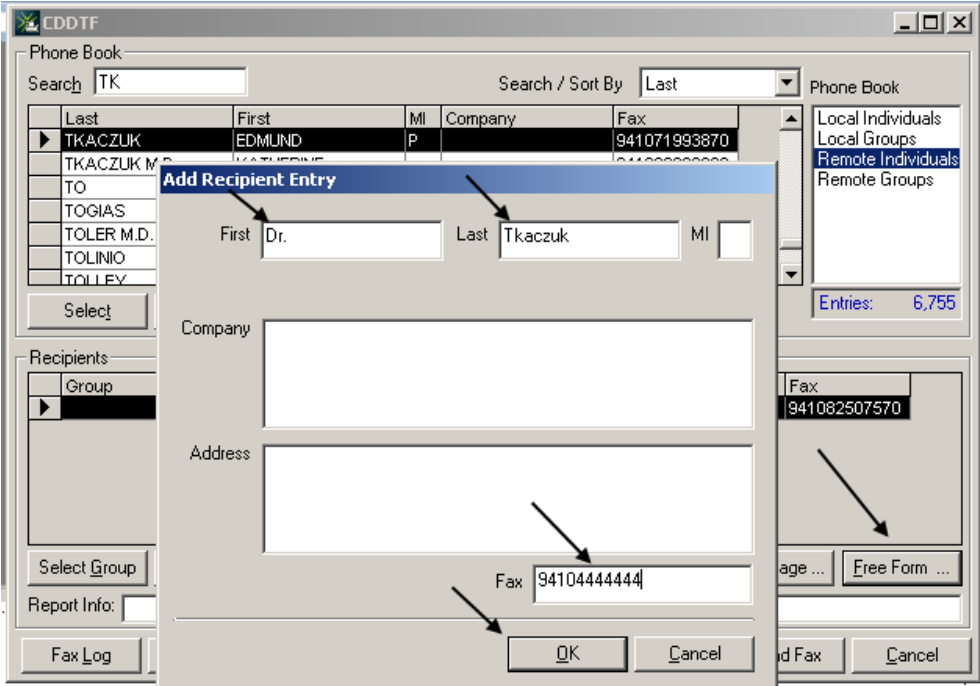Provider Information Entry/Lookup (instructions below)

Fax Status Window (Do Not X out of this window)

a. In the Search field enter the first 3 or 4 letters of the provider's name
b. The provider's name appears in the section *Recipients*
c. Additional providers can be added at this point, then
d. Select *Send Fax*
e. The Fax Status window will open
f. **Do Not X out of this window, this will Cancel the Fax**
g. The 3rd column gives the Status of the outgoing Fax and will show as Pending, Dialing, Connected, Sending and Successful or Unsuccessful.
h. The window can be minimized during the Fax process, once the Fax has gone to completion, check that the status is Successful before closing
i. If Status is Unsuccessful, repeat or Fax manually
j. When done Faxing, close any Print windows that are open to get back to the Call Batch screen, select *Call* (see instructions starting at # 5e) to document the outcome of Faxing the reports

9.	Use CDS DesktopFax to autofax the report (see # 12 for manual long distance) by entering an explicit Fax number from the patient's report using a the *Free Form* button (lower right):
	
	    a. In the *First* field enter Dr., in the *Last* field enter the provider's last name
	    b. In the *Fax* field enter 9, then from the patient result report enter the Fax number that is listed in the *Comments* field
	    c. Select OK
	    d. If the Fax number is long distance enter 9 then a 1 and then the 10 digit Fax number followed by 4 commas (,,,,) then enter the long distance code for the Lab 3701　(e.g. 913014444444,,,,3701)
	    e. Select Send Fax
	    f. If for some reason you are unable to Fax long distance in CDS Desktop go to the Fax machine and follow the instruction at Step 11 for manual Faxing
	    g. After Faxing all reports, refer to instructions starting at Step 5e to document Faxing the patient's reports

10.	When done Faxing patient reports with CDS DesktopFax or by manual Fax:
	    a. Return to the Call Batch window by closing any open Print windows
	    b. Select the *Call* button and document the successful or unsuccessful Faxes (autofax or manual) in the same manner as documenting calls

11.	Each Call Batch is numbered and if closed prior to completion can be recalled to

complete documentation of calls and Faxes:
   a. Open the Call Menu
   b. Select *Process Calls*
   c. Select the drop-down arrow
   d. Select the correct Call Batch listing (if more than 1 is open)
   e. Continue call and Fax follow-up as described starting at Step 5e
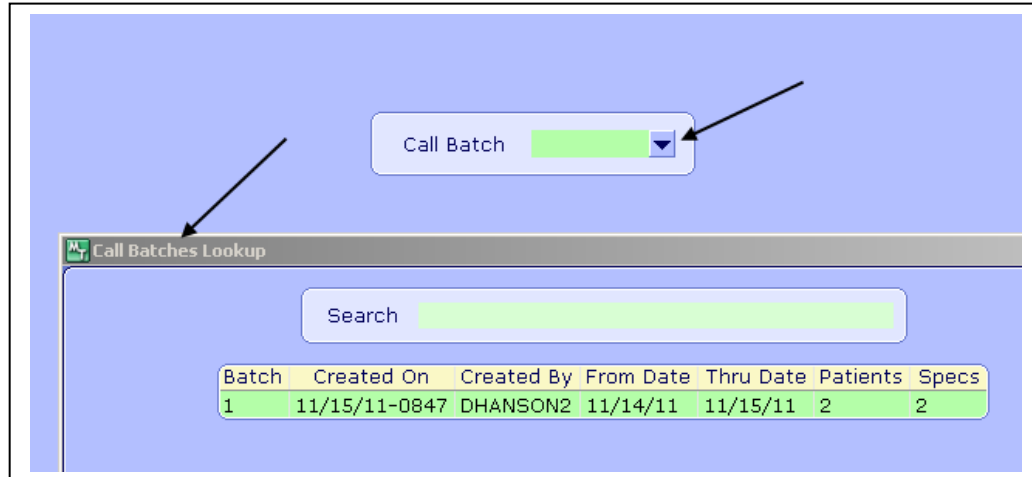
12.	Manual Faxing of Result Reports
	a. Under the Laboratory menu, select Print Patient Reports
	b. Enter the patient account number
	c. Click *OK* to view
	d. Click on the small printer icon in the top menu bar
	e. The Meditech Document Manager window will open
	f. Select the desired printer from the drop down menu
	g. Select *Print all* and click *OK*
	h. Take the hard copy of results to Fax machine, place face down in Fax machine document feeder
	i. Enter the Fax number, place a **9** in front of the phone number for an outside line, i.e. 94103683510
	k. Press Fax to send
	l. When sending long distance Faxes, place a **9** in front of the number, then a **1**, then enter the Fax number
	m. The Lab long distance code must be entered, use the * **star key or the pause button**, enter the code **3701** (e.g. 914103683510*3701)
	n. If the Fax machine has a Pause key, enter the Fax number, then

		select the Pause key, enter the long distance code 3701
	o.	Press Fax to send

C. Supporting Documents

LADM 6202 Q STAT Test Requests - Processing and Reporting

D. References

LADM 3005 Q Supervision of Laboratory for Weekend, Holiday and Off Shifts
LADM 6005 Q Alert Value List and Notification Process