ERROR CORRECTION POLICY

☒ **St. Joseph Medical Center Tacoma, WA** ☒ **St. Clare Hospital Lakewood, WA** ☒**St. Elizabeth Hospital Enumclaw, WA**
☒ **St. Francis Hospital Federal Way, WA** ☒ **St. Anthony Hospital Gig Harbor, WA** ☒ **Highline Medical Center Burien, WA** ☐ **PSC**

POLICY

All laboratory results that are reported to a provider will be maintained in the permanent record with appropriate comments added to guide and support providers, and to document actions by laboratory staff. Lab results reported verbally or via an interface message that are determined to be incorrect, will remain visible in a different format, and are not expunged from the patient chart**.**

BACKGROUND

Providers may have acted on the reported laboratory result received verbally or via an interface message. All results that may have been acted upon must remain in the patient record in some form. NOTE: This policy does not cover errors that may have been created when Patient Access creates an admission record for the wrong patient/MRN. Those corrections are covered by the guide titled CLINICAL CHART CORRECTION IN EPIC GUIDE (Go to Fhsconnect ->Policies and Procedures->Information Management Manual->Clinical Chart Corrections in Epic Guide)

RELATED DOCUMENTS

R-PO-CH-0808   Failed Patient Run Policy
R-PR-AD-0630   Documentation and Error Correction Process

KEY POINTS

- Decisions about whether to correct a result or not should take the Failed Patient Run policy R-PO-CH-0808, into consideration. It may be necessary to contact a pathologist to determine the best course of action.
- For results being corrected due to possible sample mislabel, mix-up, contamination, or integrity concerns, investigate all possible samples or tubes collected or transported at the same time.
- All results will be changed via Result Correction in the LIS. Result will be changed to the correct value or deleted, leaving the result field blank and a comment added
- The reason for changing the result needs to be entered as a chartable comment, using one of the LIS smart phrases listed in the "COMMENTING STANDARD FOR ERROR CORRECTIONS BY TECHNICAL STAFF" whenever possible.
- All actions taken to notify the provider of corrections will be documented as a chartable comment in the patient record.

ACTIONS BY CLIENT SERVICE STAFF FOR VERIFIED RESULTS

RESULT STATUS	ACTION
Result verified on wrong patient due to ordering on incorrect patient or mislabeling sample	Use Result Correction to delete the result, leaving the result field blank, and append a chartable comment using the smartphrase .BKRPTID "*Previous Results Reported in error due to patient identification process issue.*"

ACTIONS BY TECHNICAL STAFF BASED ON RESULT STATUS

RESULT STATUS	ACTION
Result Called; Not Verified	If an incorrect result has been called, the incorrect result must be verified in the LIS with chartable comments documenting the verbal report. Correction of the result using Result Correction in the LIS to the correct value should be done as applicable.
Result Not Called; (Prelim verified, not called	If the order has been prelim verified, and has not been called to the provider, correct the result using Result Correction, delete the result and leave the result field blank or change the result to the correct value and enter a chartable comment.
Result Verified; Not Called	If the result is in a verified status in the LIS , use result correction to enter the correct value or delete the result, leaving the result field blank and add a chartable comment for the provider notification of the corrected result.
Results Verified and Called	If the result is in a Verified status in the LIS, correct the result using Result Correction to the correct value or delete the result, leaving the result field blank and add a chartable comment. Place a new order for inpatient samples, when necessary, in the LIS to obtain another accession number.

COMMENTING STANDARD FOR ERROR CORRECTIONS BY TECHNICAL STAFF

Error Due to Sample Mislabel or Mix-Up	1. Use chartable smartphrase comment .**ERRMIXUP** "*Notified (care provider first and last name) at (provider location) on (date and time) that results are being amended due to probable incorrect patient to label matching. All samples from this collection time have been investigated and recollections requested if necessary by (tech ID)."* 2. Use the Redraw function (for inpatients if not final verified) and a separate chartable RCALL template comment for recollection request. Correct the result using Result Correction by deleting the result and leaving the result field blank and add the above chartable comment.
Error Due to Sample Integrity	1. Use chartable smartphrase comment .**ERRINTEG** on each line that requires a result to be entered "*Notified (care provider first and last name) at (provider location) on (date and time) that results are being amended due to probable contamination or compromise in sample integrity. All samples from this collection time have been investigated and recollections requested if necessary by (tech ID)."* 2. Use the Redraw function (for inpatients if not final verified) and a separate chartable RCALL template smartphrase for recollection request. Correct the result using Result Correction by deleting the result and leaving the result field blank and add the above chartable comment.
Technical Error: For results being corrected due to Failed Patient Runs or another technical or instrument problem	1. Use chartable comment smartphrase .**ERRT** "*Notified (care provider first and last name) at (provider location) on (date and time) that results are being amended due to (technical error or instrument problem) by (tech ID)."* 2. Correct the result using Result Correction by changing to the correct value or deleting the result and leaving the result field blank and add a chartable comment.