

Purpose:

This procedure provides instructions on routing test results to appropriate physicians or facilities.

Scope:

Saratoga Hospital Laboratory and its satellite laboratories.

Policy:

The laboratory has established procedures to ensure timely delivery of results to the patient's provider(s).

Results are sent to providers using the following methods:

- Telecom: automated fax directly from the Meditech system.
- Electronic interface: interfaces send laboratory results electronically to the provider electronic medical record. Examples of the interfaces currently in use are Medent, LifePoint, and HIXNY.
- Manual Faxing of results
- Mail delivery

Procedure:

NOTES:

- Telecom and the electronic interfaces are managed by the laboratory's IS department.
- The laboratory does not routinely call results to providers. This practice is discouraged since it can lead to misinterpretation. If the provider insists that results be called, the hospital's "Read Back and Verify" protocol (Administrative manual II90a) must be followed. A faxed copy is also sent to the provider.
- Faxing and mailing of results is performed by the Clerical Support Office.

Processing Results:

1. Results are automatically printed in the front office four times within a 24 hour period. The report name is called "AM by Doc" and is generated via the telecom system. These results are mailed to the providers.
2. Results generated by the "AM by Doc" are delivered as follows:
 - A. Doctor Boxes or facility (enveloped and delivered by courier)
 - B. Enveloped and mailed out
 - C. Faxed (when requested)
3. Stat results will be broadcast the LABLPT printer as soon as results are completed. These results are faxed to the provider.

4. Miscellaneous tests: these tests are not interfaced with our Meditech system. When results are received from outside laboratories, staff will look up the patient information in Meditech and ensure that results are forwarded to the appropriate provider(s). Once the provider(s) have been identified:
- Print out the provider face sheet for the envelope and place the sheet and results in the mailing envelope. Mail report as per protocol.
 - Inpatients that have been discharged- These results are sent to medical records and a copy is sent to the submitting provider.
 - Outpatient results are checked to see if there are any additional doctors that need to receive copies and then are sent to appropriate provider or location (i.e. Galway or Schuyerville).

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