

PURPOSE

To develop a tip sheet for staff to help determine correct service and contact On Call physician for reporting Critical Values to a Clinic after Hours, on Weekends or Holidays as well as provide the contacts for reporting INR Critical Values for UC Davis Anticoagulation Clinic Patients

AFTER HRS PCN/HBC Critical Value Notification Steps:

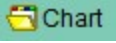
- a. CLS calls provider listed per On Call schedule.
- b. If not successful, CLS will contact Fonemed (*by phoning the clinics main line and using the option for the Dr. On Call*) to identify the provider or any additional contact information available (**REMEMBER—This is just additional resource to get contact information or get hold of MD on call (FOR PCN clinics only). DO NOT PROVIDE CRITICAL VALUES TO FONEMED TRAIGE NURSE.**)
- c. If still not successful to get hold of On Call MD for PCN, then involve resident after 40 min as listed in Pathology (110.A) and Hospital (2720) policy.

Before paging someone, Lab Staff needs to know:

- Who ordered?
- For what service?
- Who is on-call for that specific MD/service?

PROCEDURE:

A. To determine the correct service to contact:

1. Go to EMR and Select  Chart
2. Search patient by **Name/MRN**
3. Select **Chart Review** and go to the **Labs** tab.



 11/21/2016 15:45 CULTURE CSF (INCLUDES GS), BACTI

4. Scroll to the Order section and look for Department.

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Sacramento, CA
Department of Pathology and Laboratory Medicine**

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Order Information

Date and Time 8/12/2016 11:39 AM	Department Rancho Cordova Family Practice Internal Medicine	Electronically Signed By/Authorizing John C Luke, MD
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5. The department associated with the order is usually the on-call service to be contacted. The On Call service for the ordering physician must be contacted rather than the provider on call for the PCN location where the specimen was collected.
6. For Specialty Clinics: the on-call physician for the specialty service must be contacted – such as cardiology, gastroenterology, neurology and dermatology etc. (Example: Patient sample is from J Street Gastroenterology, page the on-call gastroenterologist)
7. For INR Critical Values on Patients enrolled with UC Davis Health Anticoagulation Clinic please see Section D – *INR Critical Values for Patients Enrolled at the UC Davis Health Anticoagulation Clinic*. The results on these patients are to be called to the Clinic Patient Line _916-734-8158 during Business Hours (closed 1200-1300 for lunch) and to Vocera between 1630 and 0800 Mon-Fri, 24hrs/day weekends & holidays. Back up details for after-hours listed in Section D.
8. Some exceptions are external submitters who continue to network with Epic through Atlas or MedBridge. A requisition is automatically created by Beaker once the order is signed from Atlas. Submitter for such requisitions such as Shriner’s Hospital, Davita Dialysis Clinics, Vibra Sacramento Hospital or Madison Dialysis clinic has contact information listed here. Ordering department is in such cases is Pavilion Lab.

Order Information

Date and Time 4/16/2018 7:33 AM	Department Pavilion Laboratory	Electronically Signed By/Authorizing Adarsh Bhat, MD
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In LIS, under specimen inquiry, contacts window has additional details as shown below:

Contacts			
Davita Roseville Dialysis Ctr 1838 Sierra Gardens Dr. #100 Roseville CALIFORNIA 95661	916-772-0306 Work	Patients Contacts Personal	916-591-6523 Home
Sourabh Kharait, MD Authorizing Provider	916-789-1505 Work 9167891513 Fax	PAVILION LABORATORY Ordering Department - POTASSIUM (LAB000043)	916-734-0500 Phone

9. In some cases, department mentioned in the order could be similar to inpatient locations. As shown in example below, N3VA- vascular access unit operates usually Monday-Friday during day shift hours. To contact the on-call in this case during weekends/after-hours, please verify the ordering/authorizing MD for that order and determine the specialty for that MD.

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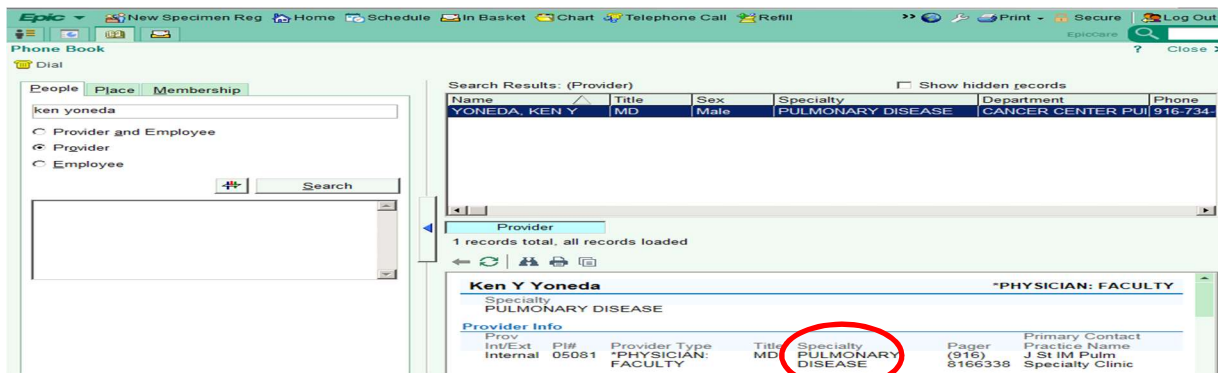
Order Information

Date and Time	Department	Electronically Signed By/Authorizing
11/10/2016 11:46 AM	Vascular Access Unit	Ken Y Yoneda, MD

Provider Information

Ordered By	Authorized By
KEN Y YONEDA [05081]	KEN Y YONEDA [05081]

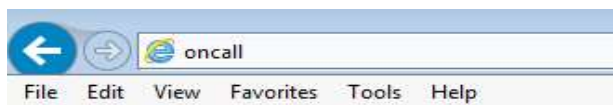
10. You can determine specialty in EPIC using Phone book feature and searching for name of MD as shown below:



Operator can also assist in this case. **Just mention the name of the ordering/authorizing physician and ask for specialty/service they are associated with** and then you can determine the correct after-hours on-call service that should be contacted in this case. So, in this particular case, pulmonary specialty should be contacted.

B. To contact the Clinic Service/On-call Physician:

1. Open internet explorer and from the intranet: In the web browser, type **oncall** and then 'Enter' on your keyboard. You will be directed to <https://oncall.ucdmc.ucdavis.edu/ocs/jsp/index.jsp>



2. Select Inquiry View



3. Under the Group heading select Clinic and verify that today's date is selected. For specialty clinics Department and/or Service can be used.

Example: Order came from Midtown Neurology Department

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- Find the pager number for the clinic and department that the ordering provider ordered the test under.

Example: Sample from adult patient that was from Midtown Neurology Clinic, page the resident for Neurology Consult, Adult.

Neurology Consult, Adult	Resident 12a-12p 816-5250 Resident Pager Attending 12a-9a 916-816-0344 G. Chang Attending 9a-12p 762-5248 F. Gorin
Neurology Wards, Adult	Resident 12a-12p 816-5250 resident pager Sr. Ward Resident 12a-12p 0646 K. Park Attending 12a-12p 916-816-0344 G. Chang
Neurology, Child	Resident 12a-7a 5250 Neuro Consult Pager Resident 7a-12p 5252 Peds Neuro Consult Attending 12a-12p 816-5497 C. Chang

- In some cases, pencil icon as shown below gives additional information about MD on call. It may include alternate contact number or pager number.

UCDHS On-Call Schedule Inquiry December 21, 2016

Group: All Groups
Department: All Departments
Service: UC Davis Med Grp, Folsom

Clinic	AM	PM
PCN		
UC Davis Med Grp, Folsom	Family Medicine 12a-8a 630-379-7337 BADAWI Internal Medicine 12a-8a 630-379-7337 BADAWI Pediatrics 12a-8a (916) 816-6693 MANEY	Family Medicine 5p-12a 916-337-1777 MONTEMAYOR Internal Medicine 5p-12a 916-337-1777 MONTEMAYOR Pediatrics 5p-12a (916) 792-1585 CAFARELLA

* AM shifts occur between 12AM-Noon, PM shifts occur between Noon-12AM

- In this example, when you click on pencil mark, it opens another window shown below, which has the pager number for MD on call.



- If no contact information for service or provider can be found online, call the hospital operator and page MD on call. If the hospital operator is utilized to obtain the number for the on-call clinician, staff must use wording that identifies them as **Lab staff** needing to make notification of a critical value report.

Example: "This is XXX from the clinical lab. Who is on-call for XXX (MD name or Service) so I can relay a critical lab value report?"

The operator should provide the pager number or page the MD directly.

8. Make sure attempts are made and documented in LIS, to contact physician/MD on the lab order per steps listed in Hospital Policy-2720, before involving the On-call pathology resident. Hospital operator should be contacted to obtain such information.

Note: Not all of our MDs are former residents or have needed to call our 734-, 703-and 731- numbers, so they may not be aware of what a 4-#### or 3-##### page means. Please make sure you enter the entire phone number (i.e. 734-3040) for outpatient physician pages.

C. Outreach After-hours:

1. **DaVita Nephrology** Samples:

- a. M – F during business hours: Contact dialysis center directly via phone number on the requisition.
- b. After hours: Review requisition & identify which group the patient belongs to in the “Referring Physician” field on the requisition.

Referring Physician: ↓		
<input type="checkbox"/> UCDH	Physician name (print): _____	After Hours Critical Values: UCD Neph on-call MD
<input type="checkbox"/> Dignity/Mercy	Physician name (print): _____	After Hours Critical Values: 916-733-5326
<input type="checkbox"/> Capitol Nephrology	Physician name (print): _____	After Hours Critical Values: 916-929-8564

- **Capital Nephrology Group:** Call 916-929-8564 or Exchange number 916-423-6813 and ask for the physician taking call for the ordering physician mentioned on the requisition slip.
- **Dignity/Mercy:** Call 916-733-5326 and ask for the on-call nephrologist.
- **UCDH –** Navigate to the shared drive to view the monthly UCDH Nephrology Back-up Schedule:

<S:\APS\ClinLab\Clinical Support Services\Critical Values Outreach Contact List>

2. **Dialysis Clinic Inc (DCI)** Samples: Navigate to the shared drive to view the monthly UCDH Nephrology Back-up Schedule:

<S:\APS\ClinLab\Clinical Support Services\Critical Values Outreach Contact List\UCDH Nephrology Back-up Schedule>

The updated schedule is a hyperlink that is accessible by staff:

<https://lblite.lightning-bolt.com/public/5f5a38f4-d1f4-4e84-bacf-e47cacbca235>

DCI locations include:

- i. Madison Dialysis
- ii. Meadowview Dialysis
- iii. Rancho Cordova Dialysis
- iv. Southgate Dialysis
- v. University Dialysis

3. **Outreach Clients (Including Student Run Clinics)** – Navigate to the shared drive to view the Outreach Client CV list:

<S:\APS\ClinLab\Clinical Support Services\Critical Values Outreach Contact List>

D. INR Critical Values for Patients Enrolled at the UC Davis Health Anticoagulation Clinic

1. INR Critical Values for patients enrolled at the UC Davis Health Anticoagulation Clinic are to be called to:

- Patient line- 916-734-8158 during Business Hours (closed 1200-1300 for lunch)
- For after hours (1630-0800 M-F), weekends and holidays, follow the following process:
 - the lab will call that result into the Vocera group 'Clinic INR Results'.
 - If the lab calls the Vocera group and no one answers, they will leave a non-detailed message stating that there has been a critical lab result and the lab needs to be called back.
 - The lab will make 3 attempts to the Vocera group within 30 minutes.
 - If the lab hasn't been able to connect with a pharmacist covering the Vocera within 30 minutes, a backup workflow will be initiated.
 - First back up:
Pharmacist Supervisor, Anticoagulation (484-883-3695)
 - If unable to reach the Pharmacist Supervisor above for 30 minutes, call second back up:
Assistant Chief of Pharmacy, Ambulatory Clinical Services (916-601-6202)

2. To Identify patients are enrolled in the clinic, please follow the following instructions

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How to Identify a Patient is Enrolled with UC Davis Health Anticoagulation Clinic (Patient Line - 916-734-8158)

EPIC → Chart Review → Episodes tab

Look for an **Active** Anticoagulation Episode. NOTE- resolved episodes mean patient no longer enrolled in UCDH anticoagulation program.

May confirm more details from notes in the Right Sidebar.

The screenshot displays the EPIC Chart Review interface. The 'Chart Review' tab is selected, and the 'Episodes' sub-tab is active. A table lists episodes with columns for ID, Date Noted, Status, Date Resolved, Type, and Episode. The episode with ID 18148573, dated 12/16/2013, and status 'Active' is highlighted. A red box surrounds this row, and a green arrow points to it from the text 'UC Davis Anticoagulation Clinic notes visible here'. The right sidebar shows 'Episode Information' and 'Notes' for this episode, including a note from 'Derafahuelan, Neda, Pharm Tech' dated 02/24/21.

ID	Date Noted	Status	Date Resolved	Type	Episode
16129884	12/16/2013	Resolved	12/17/2013	Anticoagulation	Care Coordination
18148573	12/16/2013	Active		Anticoagulation	Anticoagulation

NOTE- Some patients may be followed by Pediatric Cardiology, Pulmonary, or Marshall Medical Center. These patients are NOT enrolled with UCDH Anticoagulation Clinic. See example below:

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The screenshot displays a medical chart review interface. The top navigation bar includes tabs for 'Chart Review', 'Review Worksheets', 'Results Review', 'Medications', 'History', 'Problem List', 'Open Orders', 'Letters', 'List Memberships', 'Health Maintenance', 'Identity Manager', and 'Care/Discharge'. The 'Chart Review' tab is active, showing a list of episodes. The first episode is highlighted:

ID	Date Marked	Status	Date Resolved	Type
2634381	05/08/2015	Active		Anticoagulation

To the right of the episode list, the 'Notes' section is expanded, showing two entries:

- Anticoagulation Therapy 12/21/2018**
Zavabini, Mary Fry, NP 12/26/18 1625 Signed
UC Davis Pediatric Heart Center Anticoagulation Clinic Progress Note
Name: [REDACTED]
MRN: [REDACTED]
Full progress notes
- Anticoagulation Therapy 8/1/2018**
Goebel, Barbara Lee, RN 08/01/18 1855 Signed
UC Davis Pediatric Heart Center Anticoagulation Clinic Progress Note
Name: [REDACTED]

A red 'X' is placed over the text 'NOT enrolled with UCDH Anticoagulation Clinic', with a red arrow pointing from this text to the notes section.