

Hi Everyone,

Attached you will find the Verbal Results Read back Verification Procedure. A memo has gone out to clients informing them that we will be enforcing the read back verification as of 3/10/14.

There is a knowledge check and training log on the back of the procedure that you can have your staff sign off on and keep in your department.

This procedure will be located in the Clinical Lab Manual on the SharePoint site.

Thanks,

Jessica

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Document Title: Verbal Results Read Back Verification

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|---|------------------------|-------------------------------|
| Author: | Effective Date: | Supersedes Procedure # |
| Jessica Wahl Customer Support Supervisor | 3-10-14 | NA |

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|--------------------|---------------------|----------------------------------|
| Revised By: | Date Revised | Effective (adopted) Date: |
| | | |

| Approval Signature | Approval Date |
|--|---------------|
|  Neil Blumberg, MD, Medical Director, SMH ALL | 2/19/14 |
|  James Corsetti, MD, PhD, Medical Director, Ridgeland Road Lab and Red Creek Lab | 2/19/14 |
|  Julietta Fiscella, MD, Medical Director, Highland Hospital Lab | 2/20/14 |
|  Nathan Loria, Director of Operations | 2/12/14 |
|  Fran Gersonia, Quality Assurance & Compliance Director | |

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| Pathology, SharePoint- Clinical Labs Manual | 1 | | |
| Client Services, RR Lab | 1 | | |
| Quality, SMH | 1 | | |
| Quality, HH | 1 | | |

TITLE: Verbal Results Read Back Verification**I. PURPOSE:**

To provide a consistent method for giving verbal laboratory results to providers, including two patient identifiers, verbal read back verification and a follow up with a hard copy. In accordance with JCAHO National Patient Safety Goals, it is necessary to obtain read back verification of verbal results.

II. SCOPE:

This procedure is to be followed by the Client Services Department. If a call for results is received directly in the Laboratory at SMH or RR, it is to be transferred to Client Services at 758-0813 (press Transfer button and dial 8-0813, remain on the line until Client Services Representative picks up). If Client Services is not open, the Specimen Management tech covering the phones will handle the call. If the call is directly received by Highland, Red Creek, Strong West, Biochemical Genetics or the Maternal Screening lab, the technician will give the results following this procedure.

III. RESPONSIBILITIES

| Roles | Responsibilities |
|--|--|
| Customer Support Supervisor | <ul style="list-style-type: none"> Responsible for ensuring the development of the procedure. Responsible for review and approval of this document. Responsible for ensuring the procedure is followed. |
| Customer Support Assistant Supervisor | <ul style="list-style-type: none"> Supports the development of this document. |
| Quality Assurance | <ul style="list-style-type: none"> Supports the development of this document. Initiates and supports the process. |
| Day/Evening Client Services Leads | <ul style="list-style-type: none"> Initiates and supports the process. Responsible for following the procedure. |
| Laboratory Operations Director | <ul style="list-style-type: none"> Responsible for review and approval of this document. |
| Lab Customer Support Reps | <ul style="list-style-type: none"> Responsible for following this procedure. |
| Specimen Management Lab Customer Support Rep | <ul style="list-style-type: none"> Responsible for following this procedure. |
| Laboratory Technicians | <ul style="list-style-type: none"> Responsible for following this procedure. |

IV. ACRONYMS/DEFINITIONS

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|------|---|
| URMC | University of Rochester Medical Center |
| HH | Highland Hospital |
| RR | Ridgeland Road Laboratory |
| SMH | Strong Memorial Hospital |
| Dob | Date of Birth |
| MRN | Medical Record Number |
| LIS | Laboratory Information System |
| Soft | Brand name of Laboratory Information System |
| CATT | Client Services Call Tracking Tool (Access program) |
| PHI | Patient Health Information |

V. PROCEDURE**a. Lab Initiated Call – Verbal results called to a client based on call rules set up in the LIS:**

- i. Give a clear introduction including name, from URMCLabs and department. (i.e. this is Sally Johnson from URMCLabs Client Services Department).
- ii. Give the reason for the phone call – laboratory results.
- iii. Give the patients name **and** second identifier (d.o.b or MRN).
- iv. Ask for caregiver (doctor, nurse) of patient identified.
- v. Obtain the caregiver's first, last name and title (ex. Sally Johnson, Nurse). The minimal information obtained should be at least the first initial and last name.
- vi. Give the caregiver the following information:
 1. Full test name.
 2. Result
 3. Is the result High, Low or Normal?
 4. Request a read back of "what was written down".
- vii. Document in the Call Box Person/msg field in Soft the following information:
 1. Name of the person who took the result (*First, Last name and title, the minimal information obtained should be at least the first initial and last name*).
 2. Date and time.
 3. Verification that the read back was performed – select from the drop down box, **1-and read back**.
- viii. Notify the caller that you are going to follow up with a faxed hard copy of the results and verify the fax number in Soft.
- ix. Fax the results.

b. Client Initiates Call and is Requesting Verbal Results:

- i. Look at the caller ID on the phone, does the information make sense with the information that the caller is giving you?
- ii. If the caller is not from the requesting provider's location, ask if they are a provider that is treating this patient. If the caller is not a provider or approved agency, transfer the request to Health Information Systems, 275-2605. If the caller is the patient, check the patient comment section in Soft to ensure the patient has written authorization from their provider to receive the results. If there is not documentation of written authorization, we may not give the patient their results, even if the patient has myChart.
- iii. Pull up the location in CATT (Call Tracking Tool) and document the caller's name (first, last), title and phone number. If you do not have CATT, proceed to step IV.
- iv. Request patient's name and second identifier (d.o.b or MRN). In order to maintain patient safety, we are not able to give out verbal results without two unique identifiers. Document in CATT.

- v. Pull up the patient in Soft. Verify the collection date for the results requested.
- vi. Offer option to fax the result before giving the verbal. Note: Interpretive results are not given out verbally. If the caller is looking for results on a test with an interpretation, they must receive a hard copy/ electronic copy.
- vii. Give the caller the following information:
 - 1. Full test name.
 - 2. Result
 - 3. Is the result High, Low or Normal?
 - 4. Request a read back of "what was written down".
- viii. Document in the Call Box in Soft the following information:
 - 1. Name of the person who took the result (*First, Last name and title, the minimal information obtained should be at least the first initial and last name*).
 - 2. Date and time.
 - 3. Verification that the read back was performed
- ix. Notify the caller that you are going to follow up with a faxed hard copy of the results and verify the fax number in Soft.
- x. Fax the results.

VI. LIMITATIONS

This procedure only pertains to results that are not critical. Critical Values should be called by the laboratory technician, following the Clinical Laboratory Critical Value Immediate Notification Policy (SH.CP.AA.lgp.0049).

VII. TRAINING

| Role | Training Needed |
|--------------------------------|---------------------------------|
| Supervisor | Read |
| Assistant Supervisor | Read |
| Quality Assurance | Read |
| Day/Evening Leads/ Sr. Techs | Read Perform knowledge check |
| Lab Customer Support Reps | Read Perform knowledge check |
| Laboratory Technicians | Read Perform knowledge check |
| Laboratory Operations Director | Read |

VIII. REFERENCES

SH.CP.AA.lgp.0049 – Clinical Laboratory Critical Value Immediate Notification Policy

RR.CP.GL.Adm.0001 – Critical Value Notification Policy

URMC and Affiliates Policy – HIPAA Privacy OP27: Verification of Identity for Requestors of PHI

In Client Services, this procedure is to be used in conjunction with Simple Results Query Procedure SH.CP.CS.sop.0003