**Purpose**:

To provide instruction for reporting testing results by verbal notification.

**Procedure**

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| **Step** | **Action** | **Related Documents** |
| **1** | * Verbal notification of test results can be done in person, or by telephone.
* Upon request of care provider
* When reporting critical values or situations

. | * Quality Policy: Result Reporting and Post-Analysis Processes
 |
| **2.** | * When giving verbal notification of test results via telephone, the read-back and documentation must be completed.
* Preface the actual result or situation by giving two patient identifiers, such as Name, First and Last, and MRN.
* Request to speak to the RN or physician attending the patient. (Must be a licensed caregiver).
* Repeat the two patient identifiers, and the verbal result notification.
* Ask the RN or attending physician for their name, first and Last, and ask them to “Read Back” the patient’s two identifiers, and the result that was given.
* Document in SQ as a free text comment: “RDBK” (Readback) by X RN/Dr toTech ID @ DATE and TIME
 | * UW Lab Medicine Policy: Calling Critical Results
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**References:**

AABB Standards for Blood Banks and Transfusion Services, Current Edition