## TITLE: Test Result Routing

## PRINCIPLE:

This policy defines the process for routing patient results to ensure the physician receives the reports, regardless of the patient location.

## PERSONNEL:

All Laboratory Staff

## STEPWISE PROCEDURE:

The routing of patient results is first set up based on the physician, followed by the patient’s location.

Physician Set-up:

Each physician is assigned a courier route in the “Doctor Setup”.

* On Staff and RCMG Physicians are assigned a courier route of “NR”.
* Dreyer Physicians are assigned a courier route of “DREY”.
* Non-Staff physicians are assigned a courier route of “F” or “P”, for fax or print, depending on the information provided on the order. If there is not a fax number, the physician is assigned a courier route of “P”, so the results may be printed and mailed.

Physicians with courier routes of “NR”or DREY” do not receive faxed copies of their reports, as they receive these electronically through the Medicity Interface to their respective systems.

The Print Scheduler is configured to fax hourly between 7:00am and 2:00pm. From 2:00pm until 8:00pm, reports are faxed every other hour.

Printed reports are scheduled to run daily at 5:00pm and are printed to a designated printer in the main lab. If the printed report does not have a mailing address, the report should be given to the LIS Analyst for follow up and result routing.

Inpatient Results:

1. Inpatient results are not printed. They can be found in the patient’s electronic medical record.
2. Discharged patient results are not printed. They can be found in the patient’s electronic medical record, which the physicians have access to from their office through Citrix.

Outpatient Results:

1. Outpatient results are faxed directly to the physician’s office, or printed and mailed.
2. Physicians can access the reports on the patient’s electronic medical record through Citrix.

Emergency Room (ER) Results:

1. ER patient results are not printed. The results can be found in the patient’s electronic medical record.
2. ER patient Microbiology results are printed on a summary report which is sent to a designated printer in the ER each morning for follow-up.