

# Memo – Daily Reporting of Critical Results

**To:** All Core Lab Technologists

**From:** Taneisha Wallace, Core Lab Manager

**CC:** Wendell McMillan, Director of Lab Operations

Dr. Lekidelu Taddesse-Heath, Director of Hematopathology

Dr. A. Ramadan, Laboratory Medical Director

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## Good Day Core Lab Team!

One aspect of the delivery of high quality care to our patients is ensuring that Providers are notified of critical test results in a timely manner. In furtherance of this commitment, we will be implementing systems of checks and balances to ensure that Critical Results Reporting Protocols are consistently followed and properly documented and also to ensure that any failure to do so is appropriately addressed in real-time.

**Thus, effective immediately, at the start and end of their shift, each Technologist must print and review the Critical Results report to ensure that:**

1. All critical results have been reported directly to the relevant Nurse or Provider.
2. All critical calls have been correctly documented.
  - a. If the documentation for any critical call for the previous shift is either missing or erroneous, then the responsible Technologist should be notified and they must correct the issue immediately, before leaving for the day.

**If it is found that the critical result for any patient was not reported on the previous shift then:**

1. The responsible Technologist should be notified immediately and they must correct the issue right away, before leaving for the day.
2. The call should be appropriately and immediately documented and the Manager should also be notified in writing and provided with all relevant documentation.
3. If the responsible Technologist has already left for the day, then the Technologist on duty should immediately report the result to the relevant Nurse or Provider, document the call and provide all relevant documentation to the Manager.

**The completed Critical Results Report should be provided to the Manager at the end of every shift for every section/bench.**

As always, please don't hesitate to let me know if you have any questions or concerns.

Thank you for all you do, every day!