

Ambulatory Clinic Policy and Procedure

Title: CRITICAL LABORATORY VALUES REPORTING	Policy Number: EP 3.1
Regulation Joint Commission Reference:	Effective Date: 3/2015

Policy Statement:

It is the policy of Texas Tech University Health Sciences Center El Paso (TTUHSC EP) to have all critical laboratory values reported to ordering physicians or their designees in a timely manner so as not to put patients at unnecessary risk.

Scope and Distribution:

This policy applies and will be distributed to all TTUHSC EP Ambulatory Clinics, also known as Texas Tech Physicians.

Procedure:

1. All clinics will provide the laboratory with instructions about to whom and how (beeper, phone, etc.) critical values will be reported including up to date phone numbers. Copies of those instructions should also be provided to the Office of Quality Improvement. Clinics will review instructions annually.
2. Each clinical department is responsible for assuring that appropriate action is taken on the critical values reported by the laboratory.
3. Each department will assure that when laboratory requests are made out, the patient's current phone number, address, and name of the physician ordering the lab is legibly written on the laboratory request. (This will assist in patient contact should notification after regular clinic hours be needed.)
4. Instructions on how after hours Lab Notification will be done, will be passed on to all residents/faculty who may be involved. This policy will be updated annually or more often if necessary, by each clinical department.
5. The time window between ordering of critical tests and reporting critical tests or critical results/values applies to the Texas Tech University Health Sciences Center El Paso departments. Clinic physicians may order tests at "STAT" but do not exercise control over when an ambulatory patient presents to the designated department for testing.
6. A quarterly audit of critical tests and critical results reporting is conducted.
7. During normal clinic hours critical values for outpatients may be reported to a licensed personnel RN, LVN, MD, DO, Mid-level provider, etc. within 90 minutes who will act on the report.



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Approval Authority:

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Signatory approval on file by: Michael J. Romano, M.D. Associate Dean of Clinical Affairs, Clinic Operations Committee Chairman, Paul L. Foster School of Medicine	

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Reporting of Critical Lab Values to TTUHSC El Paso Clinic Physicians after hours

Department	Report to:
Family Medicine Per	Call : 915-215-5500 Exchange will forward call to Resident “on Call”
Internal Medicine Per	For Nephrology/HemOnc Patients: Page and Call ordering physician If no answer during business hours, call clinic If no answer after hours call faculty “on call” For all other patients: Call faculty “on Call”
Neurology Per	Page: Ordering physician
Surgery Per	Page: Surgery Resident “on Call” (Night Resident)
OB/GYN Per	Call: Faculty “on Call”
Orthopedics Per	Call: “First Call” Resident
Pediatrics Per	Call: Faculty on Call (See Pediatrics Team Schedule)
Psychiatry Per	Call: Faculty “on Call”.
GBCC Per	For Surgical patients : Call Surgery Resident “on call” For Oncology Patients: Call Oncologist Exchange at 215-5200