POLICY & PROCEDURE



TITLE: Tracking Lab Tests									
Scope/Purpose:									
To provide a consistent, orderly process for the ordering and tracking of lab tests ordered by agency									
healthcare providers.									
Division/Departme	ent: All HealthPoint	Clinics	Policy/Procedure #:						
Original Date: 6/19/06			New _XReplacement for: Test Tracking						
			7.6.11						
Date Reviewed:	Date Revised:	Impleme	ntation:	CPIC Approved:	Board				
					Approved:				
	09/22/2015	10/13/201	15	10/13/2015					
Responsible Party: Operations Officer; Director of Nursing; Director of Compliance/QA									

DEFINITIONS:

N/A

POLICY:

Accurate diagnosis of clinical conditions and efficient treatment requires appropriate tracking of medical necessary labs and timely follow up on results.

PROCEDURE:

- 1. HealthPoint's electronic health record (EHR) system has bi-directional interfaces with reference laboratories LabCorp and St. Joseph. All lab orders are sent to the laboratories electronically and results are returned to the agency electronically.
- 2. Providers order and receive results via the electronic health record system and are trained on the steps of this component of treating patients including:
 - a. Ordering labs
 - b. Electronically submitting orders or faxing or printing orders if necessary
 - c. Reviewing results by either the lab panel or scanned reports
 - d. Forwarding orders to clinical staff based on the results
 - e. Monitoring the outstanding lab report status to ensure the timely receipt of all ordered tests
 - f. Retrieving results of other providers in the case of colleague absence
- 3. Abnormal Lab Results (Refer to #4 for "High Risk Abnormal Results Requiring Extended Testing or Follow-up)
 - a. Receiving abnormal send-out lab results through the electronic interface
 - i. <u>Critical labs</u> are called to either the ordering provider or medical director per reference laboratory protocol.

- ii. <u>Abnormal labs</u> are automatically escalated to "high priority" in the EHR system by the interface.
 - 1. Once the lab test is marked as "high priority", it will generate a red exclamation point (!) out next to the lab in the provider's L (Lab) Jellybean in the "To be reviewed" tab. This flag will alert the provider of the abnormal results to ensure timely follow-up with the patient/family.
- b. Receiving abnormal in-house lab results
 - i. In-house laboratory tests are performed during the time the patient is in the clinic for their visit. Results are automatically inserted into the progress note and are available for the provider to review with the patient during the visit.
- c. For the communication of abnormal results, per the provider's orders:
 - i. A clinical staff member will attempt to contact the patient/parent/guardian by:
 - **Telephone call**. If unsuccessful, after at least three attempts, or disconnected telephone number then,
 - **Written letter** to the patient/parent/guardian, providing one of the following:
 - o instructions for follow-up care
 - o instructions to call staff to discuss the results
 - o instructions to call to schedule an appointment with provider (Letters in both English and Spanish are maintained within and printed directly from the EHR system for tracking purposes.)
 - ii. At the provider's discretion, an appointment may be required to discuss abnormal results.
 - iii. All communication (or efforts to communicate) must be documented within the patient's medical record typically in the notes section of the lab result window or within a telephone encounter.
- 4. High Risk Abnormal Results Requiring Extended Testing or Follow Up
 - a. Abnormal findings with certain laboratory and/or imaging procedures of a higher risk may require additional testing or a longer period of monitoring/follow up. Abnormal tests in this category includes, but not limited to, PAP smears, mammograms, colorectal screening, and STI treatment. These should be tracked through utilization of "Actions" within eCW. (Refer to attachments: Tracking Via Actions; Tracking Flowchart)
 - b. The *Action* button is accessed on the hub. As the follow-up task is identified, a new action is created. (See attachment: *Creating & Using Actions*).

To create the *Action* complete the following fields:

- **Subject** What/why the *Action* was created. Example: "*Abnormal Pap Notification*". Though free text can be used in this section, it is strongly suggested to **use the drop-down options** and select the pre-loaded text. These pre-loaded texts are searchable.
- **Action Type** What is going on with the **Action** or at what step in the follow up. Multiple actions are available in the drop down. Typical actions used for the abnormal test tracking may include:
 - o 1st letter sent
 - o 2nd letter sent
 - o 3rd letter sent (Certified)
 - Appointment Pending Pt has made appointment to

see requested provider

Pt notifies of results
Pt has returned to clinic and received

results. Action should then marked

as "completed" and closed out

Lost to Follow-up
Pt has not responded to any letters

or phone calls. Action should now be marked as "completed" and

closed out.

- **Status** defines the stage of completion. Examples: "in progress" or "completed"
- **Notes:** Regarding the narrative of what is being done, please note this information in NOT part of the patient's medical record. Any letters sent or phone calls made regarding the action should also be documented via a telephone encounter. To add the contents of an *Action* to the patient's medical record, highlight the notes section, copy and paste into a new Tel encounter. Please make sure it is labeled with what is being done in the "Reason" section of the Tel encounter.
- c. On the date the action is due it will be seen in the "T" jelly bean of the person assigned to the action. After the designated task is performed the Action Type can then be moved to the next step in the process and a new date for completion entered. (See Attachment: Sample Action Process). This process is followed until the final outcome is achieved and the *Action* closed as "Completed".
- d. *Actions* can be viewed under the DRTLA tab. When in the progress notes, clicking on the listed *Action* in the DRTLA tab will cause the Action to open. Note: Though *Actions* are listed in the DRTLA tab from the HUB, the actions cannot be opened from this tab. All actions can be opened from the *New Action* button. (See Attachment: Accessing Actions- screen shots)
- e. Completion of *Actions* may be monitored by going into "Review Actions". (Refer to attachment: *Monitoring Action Status*). Outstanding *Actions* can be

filtered by provider, person assigned the Jelly Bean, or by clinic and sorted by the "subject". This provides a tool for monitoring completion of the actions as well as to identify actions that must be reassigned in the event of staff leaving or being reassigned other duties.

5. Normal Lab Results

- a. For the communication of normal lab results:
 - i. Patients will be informed at the time of their blood draw that, in addition to results being reviewed at their next appointment, they can expect one of the following:
 - 1. direct communication via a phone call regarding their results
 - 2. a letter will be sent to them once the results are received indicating the results are normal this usually will occur within 7-10 days
 - 3. the results viewed on the Patient Portal once received and reviewed by the provider (Patient must be enrolled in Patient Portal for this access. Not all results will post to Portal and may require review as noted in #1 & #2)

6. Tracking Overdue Lab Results **

- a. All labs have been set with an overdue date of 5, 10, 15, or 20 days. Once the lab has been ordered, HealthPoint has 5, 10, 15 or 20 days (depending on the lab) to receive the results. If the result is not received within that timeframe, then the lab is automatically flagged with RED lettering to indicate that the lab is overdue.
 - i. The overdue lab will be in the provider's L Jellybean under the "Outstanding" tab.
 - ii. On a regular basis, a designated staff member will go to the provider's "Outstanding" tab and locate all overdue labs. The staff member will follow up with the lab or patient to determine why the results are overdue.
 - 1. In the Lab Results window, the staff member will put 'Overdue Results' in the "Reason" box along with 'see telephone encounter' in the "Notes" section.
 - 2. The staff member then will generate a telephone encounter to document any contact with the patient/lab company regarding the overdue results.
 - a. In the telephone encounter in the "Reason" box, the staff member will put '*Tracking Overdue Lab Results*'.
 - b. All contact regarding the overdue lab should be documented in the "Message" tab under "Add Action Taken".
 - 3. All follow up actions should take place within 10 days of the results being flagged as overdue. This means that most lab orders should be closed out within 15 days of when the lab was originally ordered, and the telephone encounter should be addressed.

**This tracking process within eCW does not apply to HealthPoint Madisonville until such time as specimen collection is performed by the clinic.

RELATED POLICY:

Imaging Test Tracking P&P

REFERENCES:

REQUIRED BY:

2014 PCMH Standard 5: Test Tracking and Follow-Up

Element A: Care Coordination and Care Transitions

Factors: 1,3,5

ATTACHMENTS/ENCLOSURES:

Tracking Via Actions – Tracking Flowchart Accessing Actions Creating & Using Actions Monitoring Actions Sample Actions – Abnormal Test Tracking

POLICY/PROCEDURE TRACKING FORM

TITLE: Trac	cking Lab Tes	ts				
Scope/Purpose: T	To provide a consi	stent, orderly	process fo	or the ordering and t	racking of lab	
tests ordered by a		providers.	1			
Division/Departm	ent: All Clinics		Policy/Procedure #:			
Original Date:			New _XReplacement for:			
Date Reviewed:	Date Revised:	Implemen	ntation:	CPIC Approved:	Board Approved:	
	09/22/2015	10/13/201	5	10/13/2015		
Date of Revision Description of Changes						
09/22/2015 Expansion of tracking process; "Action" process implemented for to required follow up testing.						
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