

BRAZOS VALLEY COMMUNITY ACTION AGENCY, INC.  
**Health Services**

**Policies and Procedures**

Policy Subject/Title: Test Tracking

Applicability: All Community Health Clinic Staff

Purpose: To provide a consistent, orderly process for the ordering and tracking of tests ordered by agency healthcare providers.

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Policy:

It is the policy of the center to accurately diagnosis clinical conditions and provide efficient treatment; therefore, it is the intent of the center to track lab and imaging tests that are deemed medically necessary and to follow-up on the results in a timely manner.

Procedure:

1. The agency's electronic health record (EHR) system has bi-directional interfaces with reference laboratories.
  - a. Critical labs are called to either the ordering provider or medical director per reference laboratory protocol.
  - b. Abnormal labs are automatically escalated to "high priority" in the EHR system.
2. Providers order and receive results via EHR and are specifically trained on the proper steps of this important component of treating patients, including:
  - a. Ordering labs, diagnostic imaging
  - b. Faxing, printing or electronically submitting orders
  - 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/diagnostic imaging report status to ensure the timely receipt of all ordered tests.
  - f. Retrieving results of other providers in the case of colleague absence.
3. Each clinic should designate a staff member to monitor the "Reconcile Labs" report to ensure the successful transfer of lab results into the EHR system at a minimum of once per week.
4. For the communication of abnormal results, per the providers' orders:
  - a. 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**, informing the patient/parent/guardian of results and follow-up care. (Letters, in both English and Spanish, are maintained within and printed directly from the EHR system for tracking purposes.)

- b. There will be a few lab results that require the patient/parent/guardian to talk to the provider, an appointment will need to be scheduled
  - c. All communication (or efforts to communicate) must be documented within the patient's medical record.
- 5. For normal lab results:
  - a. Until the initiation of technology within the Electronic Health Record System supports timely, secure communication (such as a Patient Portal), patients should be informed at the time of their blood draw that communication regarding results will be limited to abnormal results.
  - b. For patients with normal lab results, patients will be able to review all results at their next appointment with the provider.