Lab Results

A lab is ordered at a physical or at the sick visit by the provider.

If the lab is an in-house lab, the nurse or MA assisting the provider will carry out the task, when the task is complete, the provider will be tasked to look at the result. The patient will be notified of the result at that time.

If a lab test needs to be repeated, (eg a urine sample) a patient may come back with the sample and drop it off at the office window. At that time a chart note will be generated. The patient may wait for the test results. If they leave one of the doctors or nurses will call them later in the day with the lab result.

If the lab needs to be sent out, the lab will be tasked to a nurse or provider who will collect the specimen. A note will be made in the specimen log of what was sent out, when it was sent out, and who collected the specimen.

At that time the lab task will be sent to XXX Pending results.

The nurses will get the lab results back from the lab. They will monitor partial results for any abnormalities and inform the provider before the final result has come in if something needs to be addressed ASAP. Once the final result is back fully, the lab paper will be scanned into the EMR and tasked to the provider who ordered it. It will be attached to the open task under BWPA Pending Results. At that time the open task will be closed.

The provider will look at the lab results and sign off on them.
If the results are normal a phone task is generated to tell the nurses to call the family and inform them of the normal results. Otherwise the provider may call the family themselves, particularly if there are any further issues to discuss.
If the results are abnormal, the provider or the nurses will call the family to discuss the results and whatever further actions need to be taken. These conversations will be documented in the EMR.

At this time we are not calling patients with negative Strep Culture results or normal Lead Screening Values. However, we do inform the patients at the time of the visit that they will only receive a call if the result is abnormal.