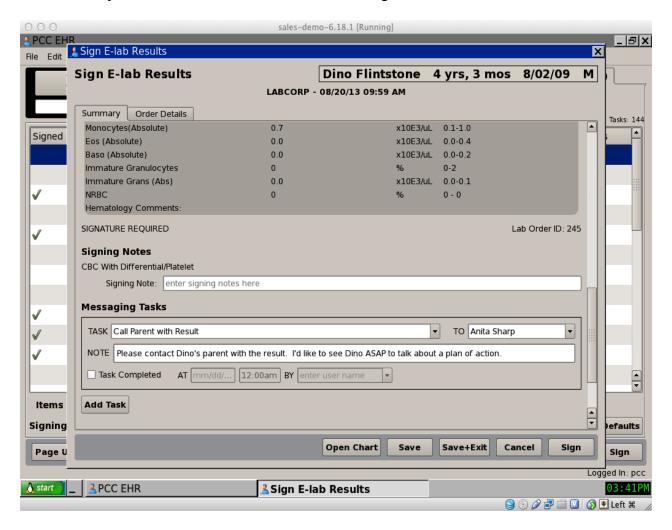**Factor 5: Notifies patients/families of normal and abnormal lab and imaging test results**
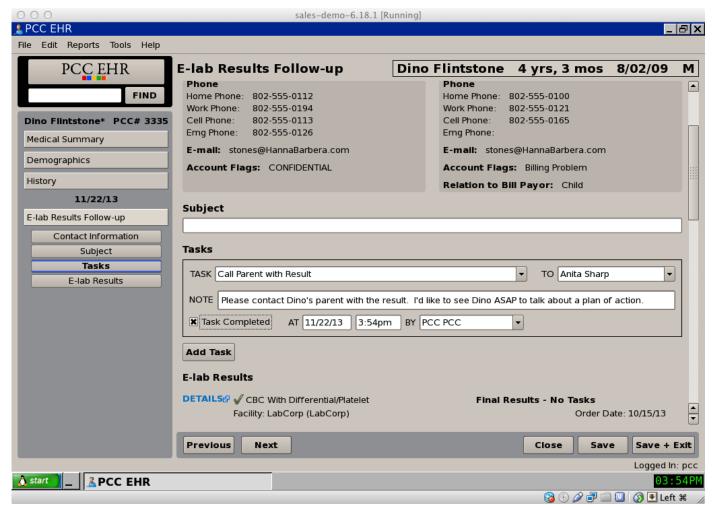
When the clinician is signing off on the lab result he/she can add a task for clinical staff to notify the patient of the lab result, whether the result is normal or abnormal. This is done in the "Messaging Tasks" section below the summary of the lab result as shown in the following screen shot:

The task then appears on the "Messaging" task queue for the clinical staff to pick up and contact the patient:

Completed	Date	Patient	Subject	Task	To	Docs
	10/14/13 1:07pm	Robert Johns	Phone Notes	Appointment Needed	PCC PCC	
	10/14/13 11:41am	Judy Jetson	Phone Notes	Appointment Needed	Kathleen W. Gomez, M.D.	
	11/22/13 3:39pm	Dino Flintstone	E-lab Results Follow-up	Call Parent with Result	Anita Sharp	
	10/14/13 9:08pm	Reid Drescher	Phone Notes	None	PCC PCC	
	10/07/13 5:08pm	David W Hayes	Phone Notes	Prescription Needed	Fred Jones, M.D.	
	11/13/13 11:21am	Astro Jetson	Portal Message	Referral Needed	Alice Normand	

Once the task is opened, the EHR user is presented with patient contact information at the top, the message task itself with instructions, and the lab result below that as shown in the following screenshot:

Once the patient is contacted, the task is marked as completed (with a time stamp). If the patient could not be reached, a followup task can be added if necessary to check in with the patient again later.