

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 screenshot displays the 'Sign E-lab Results' interface for patient Dino Flintstone. The window title is 'PCC EHR Sign E-lab Results'. The patient information is 'Dino Flintstone 4 yrs, 3 mos 8/02/09 M'. The lab order is 'LABCORP - 08/20/13 09:59 AM' with 'Lab Order ID: 245'. The 'Summary' tab is active, showing the following lab results:

Test	Value	Units	Reference Range
Monocytes(Absolute)	0.7	x10E3/uL	0.1-1.0
Eos (Absolute)	0.0	x10E3/uL	0.0-0.4
Baso (Absolute)	0.0	x10E3/uL	0.0-0.2
Immature Granulocytes	0	%	0-2
Immature Grans (Abs)	0.0	x10E3/uL	0.0-0.1
NRBC	0	%	0 - 0

Hematology Comments: SIGNATURE REQUIRED

Signing Notes
CBC With Differential/Platelet
Signing Note: enter signing notes here

Messaging Tasks

TASK: Call Parent with Result TO: Anita Sharp

NOTE: Please contact Dino's parent with the result. I'd like to see Dino ASAP to talk about a plan of action.

Task Completed AT: mm/dd/... 12:00am BY: enter user name

Buttons: Add Task, Open Chart, Save, Save+Exit, Cancel, Sign

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

sales-demo-6.18.1 [Running]

PCC EHR

File Edit Reports Tools Help

PCC EHR

Schedule (7) Visit Tasks (47) E-lab Results (24) Messaging (6) Signing (99+)

Tasks: 6

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:

sales-demo-6.18.1 [Running]

PCC EHR

File Edit Reports Tools Help

PCC EHR

FIND

Dino Flintstone* PCC# 3335

Medical Summary

Demographics

History

11/22/13

E-lab Results Follow-up

Contact Information

Subject

Tasks

E-lab Results

E-lab Results Follow-up

Dino Flintstone 4 yrs, 3 mos 8/02/09 M

Phone
 Home Phone: 802-555-0112
 Work Phone: 802-555-0194
 Cell Phone: 802-555-0113
 Emg Phone: 802-555-0126

E-mail: stones@HannaBarbera.com

Account Flags: CONFIDENTIAL

Phone
 Home Phone: 802-555-0100
 Work Phone: 802-555-0121
 Cell Phone: 802-555-0165
 Emg Phone:

E-mail: stones@HannaBarbera.com

Account Flags: Billing Problem

Relation to Bill Payor: Child

Subject

Tasks

TASK TO

NOTE

Task Completed AT BY

Add Task

E-lab Results

[DETAILS](#) ✓ CBC With Differential/Platelet
 Facility: LabCorp (LabCorp)

Final Results - No Tasks
 Order Date: 10/15/13

Logged In: pcc

start PCC EHR 03:54PM

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.