

XXXX Lab/Imaging Tracking Process

Lab Orders

A lab is ordered by the provider, or exists as a standing order relevant to a well-care visit within the EMR.

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, a lab order will be created, samples taken, or dropped of later by the patient. 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 the care center's "Pending Results".

If the specimens are not to be collected in-house, a Lab Form will be used to go with the patient as well as a lab order created in the system.

The nurses will get the lab results back from the lab. Providers or nurses will monitor partial results for any abnormalities and inform the ordering 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. (Alternatively, the lab printout is given to the ordering provider, reviewed, signed and then scanned.) It will be attached to the open task under 'Pending Results'. Once the provider has reviewed and signed the results the open task will be closed. The nurse will monitor the specimen log to make sure that all results have been received, if they have not been received in a timely manner for the particular test, the nurse or staff will follow up on the result until the result is returned.

If the results are normal a phone task is generated to tell the staff 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.

Imaging Orders

An Imaging Study is ordered by the provider in the EMR. Once it is ordered it is tasked to "pending results".

At the time of the visit a written prescription for the required imaging study is given to the patient by a provider or a nurse. The front desk will be tasked to give a list of imaging facilities to the patient so that they can arrange the imaging study. The doctor may give the patient the phone number of the imaging center they prefer, where they go will depend on their insurance.

Once the radiology/imaging report is received, the report will be scanned into the EMR and then attached to the visit task, the report will be sent to the provider to sign, and at this point the task will either be closed by the provider when the parents have been informed, or return the task to a nurse to notify the parents of the results and close the task. Any conversations with parents will be documented in the EMR, any plan of action, or any further follow up needed will be documented in a phone note by the provider or by a nurse and tasked to the appropriate person.

For non-urgent imaging studies: The nurses will on a daily basis monitor "Pending Results": If a patient/parent has not completed an imaging study within 1 month of the time it was ordered, the nurses will follow up with the parent on whether or not they went for the study. If they have tried to reach a parent three times without success, or if the parent is reached and states they no longer want to go for the imaging, this will be documented in the task, the provider will be notified through the EMR, and the task will be closed. If the patient still needs the study but the parent has been unable to get to a facility but plans to, the task will be kept open, a note put in the EMR and followed up on again.

For urgent imaging orders:

The staff person will call one of the imaging centers to arrange an appointment for the patient, or if needed the patient will be instructed to go directly to the emergency room. In some cases, radiology facilities have walk-in policies where no advance phone call would need to be made. In all cases the patient is given an urgent written prescription and sent to the appropriate facility, dependent on their insurance and medical needs. An urgent imaging request will be tasked to the front desk.

If a wet read has been ordered on the image, the wet read results will be given to the provider for review as soon as received. The result will be documented in the open task. The patient/parent will be notified of the result ASAP. That conversation will be documented in a follow up phone note by a doctor or a nurse.