


MercyOne Des Moines Laboratory Result Notification Policy

Policy

MercyOne Des Moines Laboratory will notify ordering providers of laboratory values, as noted in this policy. Laboratory values include, but are not limited to critical lab values, infectious disease notifications, and other miscellaneous, clinically relevant laboratory findings.

Critical Lab Values

Critical lab values are defined as test results which immediately impact patient care and require rapid communication with the ordering provider.

Technical staff will be the first line of defense in noticing the critical result either on the instrument or in the LIS. When verifying critical results, technical staff will need to enter a Comm Log communication by double-clicking on the Comm Log icon  **Comm Log** in the upper left side of the screen. In the Comm Log dialog box, make sure the Topic is Critical Result and select No Answer in the Outcome box. In the lab comments section, type ".NOANSWER CALL CRIT" to append the following comment on the patient chart 'Critical Call sent to Client Services for follow-up result notification and documentation. CSR to call provider with critical results.' Then click Accept. This will send the critical result to the MODM Comm Log Tasks Follow-up Worklist.

Inpatient Procedure – Client Services Critical Comm Log

Laboratory staff will call critical values to the correct patient location under the following guidelines:

- Laboratory tests with critical values will be flagged by the tech and routed to the follow-up work list comm log.
- Customer Service Reps will call all critical values to the patient's licensed healthcare provider (MD, DO, PA, ARNP, RN, PharmD) within 30 minutes of verified results.
- The call is documented by adding a comment to each critical result. The comment template: "The following critical results were read back and acknowledged to (***) by (***)" is used to record the name of critical value called, the person receiving verbal report, and the staff member making the call.
- Hospital policy requires the person receiving the verbal critical value to state their name and repeat the value back to the caller.
- If the patient has been discharged, the result(s) should be called to the ordering provider.

Outpatient/Outreach Procedure – Client Services Comm Log

- Laboratory Customer Service will call the appropriate healthcare provider (physician office, home care nursing service, nursing home or referring hospital laboratory) with the critical value and document the call as described above for the inpatient procedure.

- Appropriate healthcare providers can be defined in the same way as the inpatient procedure. Appropriate hospital/clinic laboratory staff includes MLS, MT, MLT, medical assistant, or other laboratory personnel authorized to accept critical values.

Weekend, holiday or after-hours calls are made to:

- Nursing staff in nursing homes or the nurse on-call for a nursing service.
- The doctor on-call or a physician's office. An answering service will page the doctor on-call to the laboratory.
- Send Epic secure chat to the ordering provider and patient's care team when the on-call provider is not available.
- Critical results will **not** be left with an answering service or an answering machine.
- All critical results will be given to a physician or clinical person in charge of the patient.
- **Critical results cannot be given to non-clinical staff (receptionist, billing office, etc.).**
- **MercyOne Pediatrics results should be called to the Pediatrics Urgent Care Clinic.**

Escalation process for calls to MercyOne providers

Escalation process if the MercyOne physician cannot be reached on the first attempt will be as follows:

- After **15** minutes, another attempt may be made to reach the on-call provider.
- If the on-call provider cannot be reached for notification within **30** minutes (office phones not rolled over to answering service, provider not returning calls, etc.) use

Secure Chat to send a message to the ordering provider. Mark as an 🚨 **Urgent Message** "Urgent Message" designated by two red exclamation points. This will be sent to all the care team. Verbal readback and repeat is necessary.

- If the on-call provider refuses to accept the critical value(s), escalate to the secure chat

to send a message to the ordering provider. Mark as an 🚨 **Urgent Message** "Urgent Message" designated by two red exclamation points. This will be sent to all the care team. Wait **15 minutes** for a response. Verbal readback and repeat is necessary.

- As a last resort, MercyOne Laboratories Client Services will contact the on-call pathologist for follow-up, when attempts to notify of a critical value through normal channels (calling the client during business hours, calling the on-call provider on off shifts, using secure chat) have failed.

*Note: The CSR may try to utilize the Physician Switchboard at **515-643-8538** as a helpful resource if the ordering provider is a MercyOne physician/provider. MercyOne Des Moines Laboratories Client Services will alert the Physician Switchboard that there is a critical lab value and MercyOne Des Moines Laboratory is unable to reach the ordering provider in a timely manner. Relay the provider's name to the Physician Switchboard who will contact the ordering provider and connect that provider to the laboratory, allowing direct relay of the critical value. If the ordering physician cannot be reached, the*

switchboard operator will assist MercyOne Des Moines Laboratories Client Services with obtaining the on-call designated provider utilizing physician on-call schedules.

Escalation process for calls to non-MercyOne providers

Escalation of the call if the client cannot be reached on the first attempt to the primary number will be as follows:

- After **15 minutes** after the initial call: A call will be made to the primary number as well as a call to a secondary number (if given). A comment will be posted on the chart as follows “Left Message at (number).”
- After **30 minutes** after the initial call: A call will be made to the primary number as well as a call to a secondary number (if given). A comment will be posted on the chart as follows: “Left Message at (number).”

A hard copy of the critical value report with the above comments will be faxed to the client or printed to the client’s laboratory printer.

- Customer Service may try to use Epic secure chat after 30 minutes if the provider is listed if the above attempts have failed. If sending a message through Epic secure chat is unread after **15 minutes**, it is now appropriate to call the on-call pathologist.
- If timely notification of a critical value cannot be completed within 45 minutes as specified above, Customer Service will contact the on-call pathologist for follow-up.

Infectious Disease Results

Infectious Disease result communication is a vital step in controlling and preventing the spread of communicable disease. Notification to the ordering provider is performed by MercyOne Des Moines Laboratories staff. Results are called on the same day. For Outpatient/Outreach patient reports completed after normal business hours, a call will be made to the ordering provider on the next business day. (M-F, 8am-5pm).

Infectious disease results will be pulled by the orange report 3 times a day during business hours. Customer Service calls for all infectious disease results to the patients’ licensed healthcare provider (MD, DO, PA, ARNP, RN). All verbal notifications are documented by the staff making the call. Bench techs also have the option to manually place the infectious disease results into the Follow Up Worklist.

Corrected results will be flagged with a system comment stating: “Corrected result: Previously reported as ____.”

The Iowa Department of Public Health (IDPH) has a listing of reportable diseases/conditions that must be called upon reporting. Reporting of these diseases is required by Iowa

515-422-6046	All result corrections, except STDs
515-281-7709 or 515-281-3031	STD result corrections

Miscellaneous Lab Notifications

Miscellaneous laboratory notifications will be pulled by the orange report three times a day during business hours. Customer Service calls these results to the patient's licensed healthcare provider (MD, DO, PA, ARNP, RN) within the allowed timeframe. Those results not posted on the orange report are called by performing tech. All verbal notification is documented by staff making the call.

- Per CAP requirements, the first AND last name must be documented.
- Per CAP requirements, the person communicating the critical result must ask for a verbal read back which includes the patient's name and critical value.
- Responsible lab personnel will follow the same escalation process for MercyOne and Non-MercyOne Providers as noted above

Critical values as a result of testing performed by a reference laboratory will be subject to the same reporting criteria as described above. When notified by the reference laboratory of a critical value, Customer Service will call the result to the appropriate patient care area and document appropriately.

Lab results requiring routine notification to Iowa Department of Public Health (IDPH) is the responsibility of the reference laboratory.

Alphabetical Test List					
Orderable / Name of Test.	Low Value	High Value	Type of Notification:	Follow-Up List/Report	Call Assigned to:
Acetaminophen	N/A	>/=70	Critical < 30 min	Critical Comm Log	Client Services
Acid Fast Bacilli (AFB) Culture or Smear	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Alcohol, Blood	N/A	>/=150	Critical < 30 min	Critical Comm Log	Client Services
Ammonia (<1 year old)	NA	>/=100	Critical < 30 min	Critical Comm Log	Client Services
Ammonia (≥1 year old)	NA	>/=200	Critical < 30 min	Critical Comm Log	Client Services
Amylase	N/A	>/=251	Critical < 30 min	Critical Comm Log	Client Services
Anaplasma Phagocytophilum Ab IgG/IgM	POSITIVE		Same Day / Next Business Day	Critical Comm Log	Client Services
ANCA P/C	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Bartonella DNA (by PCR)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Bartonella Henselae/Quintana IgG/IgM	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Bilirubin, Total (< 1 day old)	N/A	>/=10.1	Critical < 30 min	Critical Comm Log	Client Services
Bilirubin, Total (1 day – 1 yr old)	N/A	>/=15.1	Critical < 30 min	Critical Comm Log	Client Services
BIOFIRE-CSF	POSITIVE		Critical < 30 min	Critical Comm Log	Client Services
BIOFIRE-CSF	NEGATIVE		Same Day / Next Business Day	Orange Report	Client Services
Alphabetical Test List					
Orderable / Name of Test.	Low Value	High Value	Type of Notification	Follow Up List/Report	Call Assigned to:
BIOFIRE-Respiratory	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
BIOFIRE-STOOL	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Blastocystis dermatidis	POSITIVE from any source		Same Day / Next Business Day	Orange Report	Client Services
Blasts	N/A	>/=1	Critical < 30 min	Critical Comm Log	Client Services

Brucella Ab IgG/IgM	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Brucellosis	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Calcium	</=6.0	>/=14.0	Critical < 30 min	Critical Comm Log	Client Services
Carbamazepine (Tegretol®)	N/A	>/=12.0	Critical < 30 min	Critical Comm Log	Client Services
Carbapenemase Resistant Enterobacteriaceae (CRE)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Inpatient/Select Spec./Rehab Hosp./MercyOne West Des Moines					
Carbapenemase Resistant Enterobacteriaceae (CRE)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Outreach (10-client)					
Chikungunya Ab	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Coccidioides sp.	POSITIVE from any source		Same Day / Next Business Day	Orange Report	Client Services
Cryptococcal Antigen	POSITIVE		Critical < 30 min	Critical Comm Log	Client Services
Cryptococcus sp.	POSITIVE from any source		Same Day / Next Business Day	Orange Report	Client Services
D-Dimer	NA	>/=0.5	Same Day / Next Business Day	Orange Report Monday – Friday only. Do not call after hours. Leave in Que for the next business day with proper documentation	Client Services
Alphabetical Test List					
Orderable / Name of Test.	Low Value	High Value	Type of Notification:	Follow-Up List/Report	Call Assigned to:
Dengue Fever Virus Ab, IgG/IgM	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Digoxin	N/A	>/=2.7	Critical < 30 min	Critical Comm Log	Client Services
DNA/PCR Chlamydia/Gonorrhea- Outreach (10-Client)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
DNA/PCR Chlamydia/Gonorrhea-Inpatient/WDM/Outpatient/Select Specialty/MRH	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
E. chaffeensis Ab IgG/IgM	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services

Ehrlichia Anaplasma PCR	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Enterovirus (by PCR)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Extended Spectrum Beta Lactamase (ESBL)- Inpatient/MRH/ WDM/Outpatient/Select Specialty	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Extended Spectrum Beta Lactamase (ESBL)- Outreach(10-client)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Fibrinogen	</=100	>/=1000	Critical < 30 min	Critical Comm Log	Client Services
Genital Culture for <i>N.gonorrhea</i>	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Gentamicin	N/A	>/=12.0	Critical < 30 min	Critical Comm Log	Client Services
Glucose, blood (<1 month)	</=45	>/=300	Critical < 30 min	Critical Comm Log	Client Services
Glucose, blood (> 1 month)	</=50	>/=500	Critical < 30 min	Critical Comm Log	Client Services
Group A Strep isolated from any culture	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Group A Strep-Rapid	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Group B Strep Culture	POSITIVE		Same Day / Next Business Day	No Queue request	Client Services
Hematocrit < 1 month	</=20	>/=75.0	Critical < 30 min	Critical Comm Log	Client Services
Hematocrit > 1 month	</=20	>/=60	Critical < 30 min	Critical Comm Log	Client Services
Alphabetical Test List					
Orderable / Name of Test.	Low Value	High Value	Type of Notification:	Follow-Up List/Report	Call Assigned to:
Hemoglobin > 1 month	</=7.0	>/=18.0 (F) >/=20.0 (M)	Critical < 30 min	Critical Comm Log	Client Services
Hepatitis B Surface Antigen	POSITIVE/ NEGATIVE		Same Day / Next Business Day	Orange Report	Client Services
Herpes Virus 6 DNA (by PCR)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services

High-Sensitivity Trop I	N/A	>/=120	Critical < 30 min	Critical Comm Log	Client Services
Histoplasma sp.	POSITIVE from any source		Same Day / Next Business Day	Orange Report	Client Services
HIV 1/2 Antibody MultiSpot Confirmation	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
INR	N/A	>/=4.5	Critical < 30 min	Critical Comm Log	Client Services
JC VIRUSES – Ruan Neurology Drs	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
JI Panel (Joint Infection PCR Panel)	POSITIVE for any target		Critical < 30 min	Orange Report	Client Services
Klebsiella pneumonia carbapenamase producer (KPC)-Inpatient/WDM/Outpatient/Select Specialty/MRH	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Klebsiella pneumonia carbapenamase producer (KPC)-Outreach(10-Client)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Lactic Acid /Lactic Acid Reflex (Inpatients)	NA	≥2.0	Same Day / Next Business Day	Orange Report	Client Services
Lactic Acid/Lactic Acid Reflex (Outpatient and Outreach)	NA	≥3.9	Same Day / Next Business Day	Orange Report	Client Services
Lead	NA	≥20	Same Day / Next Business Day	Orange Report	Client Services
Alphabetical Test List					
Orderable / Name of Test.	Low Value	High Value	Type of Notification:	Follow-Up List/Report	Call Assigned to:
Lead	NA	≥20	Same Day / Next Business Day	Orange Report	Client Services
<i>Legionella</i> Culture – Outreach(10-Client)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
<i>Legionella</i> Culture – Inpatient/WDM/Outpatient/Select Specialty/MRH	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
<i>Listeria monocytogenes</i> -Inpatient/WDM/Outpatient.Select Specialty/MRH	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
<i>Listeria monocytogenes</i> -Outreach(10-Client)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Lithium	N/A	>/=2.01	Critical < 30 min	Critical Comm Log	Client Services
Lyme Disease (by PCR)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services

Magnesium	</=0.9	>/=5.0	Critical < 30 min	Critical Comm Log	Client Services
Malaria PCR	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Methicillin-Resistant <i>Staph aureus</i> (MRSA)- Outreach (10-Client)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
<i>Mycobacterium tuberculosis</i> (TB)-pulmonary-infectious	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Osmolality, serum	</=265	>/=320	Critical < 30 min	Critical Comm Log	Client Services
Paracoccidioids brasiliensis	POSITIVE from any source		Same Day / Next Business Day	Orange Report	Client Services
Parasite Examination (includes Crypto/Giardia antigen and pinworm prep)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Partial Thromboplastin Time (aPTT)	N/A	>/=90	Critical < 30 min	Critical Comm Log	Client Services
Therapeutic Partial Thromboplastin Time (aPTT)	N/A	>130	Critical < 30 min	Critical Comm Log	Client Services
Phenobarbital	N/A	>/=55.0	Critical < 30 min	Critical Comm Log	Client Services
Phenytoin (Dilantin®)	N/A	>/=30.0	Critical < 30 min	Critical Comm Log	Client Services
Alphabetical Test List					
Orderable / Name of Test.	Low Value	High Value	Type of Notification:	Follow-Up List/Report	Call Assigned to:
Platelet Count	</=40	>/=1000	Critical < 30 min	Critical Comm Log	Client Services
Potassium (<3 months)	</=2.7	>/=7.6	Critical < 30 min	Critical Comm Log	Client Services
Potassium (>3 months)	</=2.7	>/=6.1	Critical < 30 min	Critical Comm Log	Client Services
Prothrombin Time (PT)	N/A	>/=50.6	Critical < 30 min	Critical Comm Log	Client Services
Respiratory Syncytial Virus (RSV) PCR (<=2 years)	POSITIVE		Critical < 30 min	Critical Comm Log	Client Services
Rotavirus antigen test	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Rubella IgM	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Salicylate (Aspirin)	N/A	>/=30.0	Critical < 30 min	Critical Comm Log	Client Services
Salmonella Sp	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Sodium	</=119	>/=156	Critical < 30 min	Critical Comm Log	Client Services

Sporotherix schenckii	POSITIVE from any source		Same Day / Next Business Day	Orange Report	Client Services
Strongyloides Ab, IgG	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Syphilis - RPR with Reflex: Syphilis Antibody byTP-PA	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Talaromyces (Penicillium) marneffeii	POSITIVE from any source		Same Day / Next Business Day	Orange Report	Client Services
TB Gold Plus	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Theophylline (Aminophylline®)	N/A	>/=20 .1	Critical < 30 min	Critical Comm Log	Client Services
Tobramycin	N/A	>/=12 .0	Critical < 30 min	Critical Comm Log	Client Services
Toxoplasma IgM and Confirmation	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Tropheryma whipplei DNA (by PCR)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Alphabetical Test List					
Orderable / Name of Test.	Low Value	High Value	Type of Notification:	Follow-Up List/Report	Call Assigned to:
Valproic Acid	N/A	>/=12 0	Critical < 30 min	Critical Comm Log	Client Services
Vancomycin, Peak	N/A	>/=50 .0	Critical < 30 min	Critical Comm Log	Client Services
Vancomycin, Trough	N/A	>/=25 .0	Critical < 30 min	Critical Comm Log	Client Services
Vancomycin-intermediate <i>Staph aureus</i> (VISA)-Inpatient/WDM/Outpatient/Select Specialty/MRH	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Vancomycin-intermediate <i>Staph aureus</i> (VISA)-Outreach (10-Client)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Vancomycin-resistant Enterococcus (VRE)-Outreach (10-Client)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Vancomycin-resistant <i>Staph aureus</i> (VRSA)-Inpatient/WDM/Outpatient/Select Specialty/MRH	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Vancomycin-resistant <i>Staph aureus</i> (VRSA)-Outreach (10-Client)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services

Varicella Zoster Virus (by PCR)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
West Nile Virus RNA (by PCR)	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
White Blood Cell	</=2	>/=50	Critical < 30 min	Critical Comm Log	Client Services
Zygomycetes (eg. Mucor sp., Rhizopus sp.)	POSITIVE		Critical < 30 min	Orange Report	Client Services
Microbiology Cultures					
Orderable / Name of Test.	Result Value		Type of Notification:	Follow-Up List/Report	Calling Assigned to:
Bronchoscopy specimen	Significant Fungal Isolate		Same Day / Next Business Day	Orange Report	Client Services
Specimens from the following sources:	POSITIVE direct stain or culture		Critical < 30 min	Inpatient locations: Orange Report	Inpatient locations: Microbiology Tech
Blood					
Cerebral Spinal Fluid					
Joint				10-client locations: Critical Comm Log	10- client locations: Client Services
Pleural					
Thoracic					
Peritoneal					
Peritoneal Dialysate					
Sterile Body Cavity Site					
Sterile Tissue					
Stool specimens Positive for:	POSITIVE		Same Day / Next Business Day	Orange Report	Client Services
Aeromonas					
Campylobacter					
Clostridium Difficile					
E.coli 0157:H7					
Plesiomonas					
Salmonella					
Shigella					

Iowa Department of Public Health Reportable Communicable and Infectious Diseases Notification by MercyOne Des Moines Laboratories

<i>Clostridium botulism</i> (Botulism)	Any positive	Immediately	Microbiology Tech	IDPH reporting line 1-800-362-2736 Ordering Provider
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