


Title: Laboratory - Reporting Critical Values and Significant findings - Policy

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I. Policy Statement

- a. To ensure that critical values are reported to the responsible caregiver and the appropriate action in reporting and confirming receipt of the critical value is taken.
- b. This procedure applies to all testing personnel at MU Health Care (MUHC) Pathology Laboratories.
- c. This applies to results received by the laboratory from outside reference laboratories

II. Definitions

- a. LIS – Laboratory Information System
- b. EMR – Electronic Medical Record
- c. Critical Values – Results that, if left untreated could be imminently life threatening or place the patient at serious risk. These results are defined and reviewed by the Executive Committee of the Medical Staff (ECOMS) and the laboratory medical director with the section directors.
- d. Significant values are infectious in nature or conditions of particular significance, which may possibly require medical attention.


III. Process/Content

- a. Testing personnel will examine the testing conditions and perform a history check.
 - i. Verify there are no errors regarding specimen integrity or labeling
 1. Check for possible contamination
 2. Ensure optimal tube fill and correct collection container
 3. Perform clot check for hematology and coagulation testing
 4. If there is more than one label on the tube, check to see if labels match
 5. Check previous results, if available, for consistency.

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- ii. Verify there are no clerical errors, and ensure all manual entry test have been recorded accurately.
- iii. Verify that there are no analytical errors
 - 1. Review instrument results for any abnormal assay flags
 - 2. For hematology assays, perform slide review to verify results or refer to Result Reporting – Hematology

b. Inpatient Procedure

- i. Testing personnel will phone the results within 1 hour from the time the critical result is obtained to the requesting physician or nurse care provider. A text page can be sent to the requesting physician with the message, “Critical Value, please call (Laboratory), at (Phone number xxx-xxxx)).
- ii. Testing personnel will document the following in the LIS:
 - 1. The particular analyte exceeding the critical value
 - 2. Name and title of person taking results (first and last) plus Registered Nurse (RN) or Medical Doctor (MD)
 - 3. The date and time (only required if not documented in real time) results were called,
 - 4. Results were read back and verified
- iii. Results are released and charted in the EMR by the instrument or testing personnel.
 - 1. If you do not get a response or cannot reach anyone within 10 minutes, please call the switchboard and ask for the provider on call for the unit.
 - a. The on call list is also on Citrix receiver 
 - b. The provider taking care of the patient is also included on the banner bar in PowerChart



ZTEST, LABSEVEN	51 Years Female DOB: 05/17/1966	FIN: 26723855 CR EMERGENCY PATIENT ADMIT: 08/13/2015 11:16 DISCH: 08/14/2015 17:23
Code Status: No Electronic Code Status Order For This Visit	MRN: 01-53-58-31-9	Most Recent Weight (kg): 100 kg
Allergies: Allergies Not Recorded	MU Health: Never Invited	Physician Contact: <No Primary Contact>

- 2. Document any failed attempts to notify the patient’s provider
 - iv. The Supervisor or designee reviews the critical results to assure that all critical values are called and documented appropriately.
- ## c. Outpatient Procedure
- i. Testing personnel will phone the results immediately within 1 hour from the time the critical result is obtained to the requesting physician or nurse care provider. . A text page can be sent to the requesting physician

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with the message, “Critical Value, please call (Laboratory), at (Phone number xxx-xxxx).

- ii. If you receive no response within 15 minutes see the “Outpatient Procedure No Response” below.
 - iii. Testing personnel will document the following in the LIS:
 1. The particular analyte exceeding the critical value
 2. Name and title of person taking results (first and last) plus Registered Nurse (RN) or Medical Doctor (MD)
 3. The date and time (only required if not documented in real time) results were called,
 4. Results were read back and verified
 - iv. Document any failed attempts to notify the patient’s responsible licensed provider.
 - v. Results are released and charted in the EMR by the instrument or testing personnel.
 - vi. The Supervisor or designee reviews the critical results to assure that all critical values are called and documented appropriately.
- d. Outpatient Procedure No Response or after 5PM
- i. If testing personnel have received no response within 15 minutes, or it is after 5 PM, call the hospital operator and request the person taking call for the physician.
 - ii. Testing personnel will document the following in the LIS:
 1. The particular analyte exceeding the critical value
 2. Name and title of person taking results (first and last) plus Registered Nurse (RN) or Medical Doctor (MD)
 3. The date and time (only required if not documented in real time) results were called,
 4. Results were read back and verified
 - iii. If testing personnel receive no response within 25 minutes, then call the House Manager.
 - iv. Document any failed attempts to notify the patient’s responsible licensed provider.
 - v. Results are released and charted in the EMR by the instrument or testing personnel.
 - vi. The Supervisor or designee reviews the critical results to assure that all critical values are called and documented appropriately.
- e. Significant results
- i. Significant results and or findings will be called to the ordering provider or care team within 24 hours of result discovery.
- f. Please review Critical Values and Significant result list

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IV. Attachments

- a. [Laboratory - Critical and Significant Results - List](#)