



Lab/Imaging Report Protocol

Due to our providers rotating locations and work hours, we have implemented a way to track and report labs and diagnostic imaging. Please follow the below steps to insure that reports are read by a provider and then reported to the patient as soon as possible.

Lab Result Protocol

1. Whenever a lab is ordered, the MA/RT performing the procedure must document on a lab log the date it was taken, the patient account number, what tests ordered, which lab, and who ordered it.
2. The following day, using the same lab log, either the RT or MA must check on the status of the labs taken from previous days, and print out any that are ready.
3. Labs can be checked via logging onto Quest Quantum and Labcorp Connect and must be checked daily. All lab results that show **FINAL** must be printed.
4. Each page of the labs must be stamped using the lab stamp. Placement must be in an area where the stamp does not cover any text.
5. After stamping all labs and reports, place them on the clipboard for the provider to review the results. Options are No acute findings, Abnormal non-urgent, and Abnormal Urgent Follow up needed. Provider must check one of these options, fill in date, and sign.
6. Once the provider is done reviewing all of the results, provider will give clipboard back to the MA/RT. Any messages the provider needs to get across to the patient, can be added to the report/results itself. If there is no room, they can make a telephone encounter for it, or relay it to the person reporting labs

Test Name	In Range	Out Of Range	Reference Range	L M
CHLAMYDIA/N. GONORRHOEAE RNA, TMA, UROGENITAL		DETECTED	NOT DETECTED	
<p>A positive CT or NG Nucleic Acid Amplification Test (NAAT) result should be interpreted in conjunction with other laboratory and clinical data available to the clinician. If clinically indicated, further testing can be performed on the same sample using an alternate molecular target. To order alternate target test use 15031 (C. trachomatis) or 15032 (N. gonorrhoeae).</p>				
HELSERIA GONORRHOEAE RNA, TMA, UROGENITAL		NOT DETECTED	NOT DETECTED	
See Endnote 1				
RPR (MONITOR) W/REFL TITER		NON-REACTIVE	NON-REACTIVE	M
Endnote 1	<p>This test was performed using the APTIMA COMBO2 Assay (Gen-Probe Inc.).</p> <p>The analytical performance characteristics of this assay, when used to test SurePath specimens have been determined by Quest Diagnostics.</p>			

4/22/2019

NO ACUTE FINDINGS
 ABNORMAL NON-URGENT
 ABNORMAL URGENT FOLLOW UP NEEDED (ER)
 MA SIGNATURE

PROVIDER SIGNATURE
 MA SIGNATURE

pt taking: Metronidazole, Azithromycin
 Rocephin 250mg injection given in house 4/22/19

please call pt regarding result. ⊕ Chlamydia - if up in 3-6 wks STD is advised

7. MA/RT will then sign on the lab stamp before scanning in the report in patient chart. When assigning a name to the report, it must be entered in as the date of the test, LABS in uppercase.

8. Next is contacting the patient about results. A v-message can be sent if the results are normal. (Please refer to the V-Message Protocol)

- If results are Abnormal non-urgent, you must call the patient.

9. Labs marked Abnormal Urgent Follow UP needed (ER) must be called immediately. If unable to reach patient, call secondary numbers on file or call the emergency contact. If still unable contact your manger. If labs are life-treating, contact the non-emergency hotline for police to do a wellness check.

10. Create a telephone encounter documenting that a v-message was sent or if you called the patient.

- Abnormal Non-Urgent - Every attempt must be made to contact patient. Call 3 consecutive days, call home and cell. You must create an addendum in the telephone encounter documenting every attempt made

11. Write on the lab log, the results of the labs, and if you were able to reach the patient, or left a message. Highlight all the way across on lab log to show that the patient has been notified.

- If abnormal lab and you were unable to reach the patient, add the account to the abnormal log. We want the MA/RT on the next shift to follow up and call the patient again. If after the 3rd attempt (3rd consecutive day) and the patient was still unable to be reached, please assign the telephone encounter to your manger so they can decide how to proceed.

12. Once labs have been scanned in and patient contacted, you then need to publish labs to the patient portal. This would be for any lab, regardless if normal or abnormal with the exception of HIV. (HIV will never be published regardless if positive or not)

1. Within the progress notes of the patient's chart, click on the lab order.

The screenshot displays a medical software interface for a patient named ANNE-TEST. The interface includes a patient profile, a list of lab orders, and a detailed view of a specific lab order. The 'Don't Publish to Web Portal' checkbox is highlighted with a red circle, and the 'Reviewed' checkbox is also highlighted with a red circle. The lab order details show a collection date of 05/01/2019 and a time of 00:00 AM/PM.

2. The box above will appear. The box that says "Don't Publish to Web Portal" must be **UNCHECKED**. The only time there should be a check mark in that box is if the test was for HIV.

3. Then mark the result reviewed box.

4. If multiple lab tests were order (example: cbc, cmp, pt, ptt), this must be done on every lab test that was ordered.

Diagnostic Imaging Result Protocol

Documenting and Reporting of X-rays results are similar to the Lab protocol.

1. Any X-ray done must be documented on the X-ray Log. It Includes the Date, Tech Initials, Body Parts, Over-read sent, Visit type, Ordering Provider, and if CPT code added.
2. Any X-ray that was sent for over-read should come back in 1 hour, if it was ordered stat it will take 30min or less.
3. Once X-ray report is back, print and stamp using the lab stamp. Add these results to the same clipboard with lab results for the provider to review them.
4. Once the provider is done reviewing all of the results, provider will give clipboard back to the MA/RT. Any messages the provider needs to get across to the patient, can be added to the report/results itself. If there is no room, they can make a telephone encounter for it, or relay it to the person reporting labs
5. MA/RT will then sign on the stamp before scanning in the report in patient chart. When assigning a name to the report, it must be entered in as the date of the test, X-ray in uppercase.
6. Next is contacting the patient about results. A v-message can be sent if the results are normal.(Please refer to the V-Message Protocol)
 - If results are Abnormal non-urgent, you must call the patient.
7. X-rays marked Abnormal Urgent Follow UP needed (ER) must be called immediately. If unable to reach patient, call secondary numbers on file or call the emergency contact. If still unable contact your manger. If labs are life-treating, contact the non-emergency hotline for police to do a wellness check.
8. Create a telephone encounter documenting that a v-message was sent or if you called the patient.
 - Abnormal Non-Urgent - Every attempt must be made to contact patient. Call 3 consecutive days, call home and cell. You must create an addendum in the telephone encounter documenting every attempt made
9. Write on the x-ray log, the results of the labs, and if you were able to reach the patient, or left a message. Highlight all the way across on log to show that the patient has been notified.
 - If abnormal lab and you were unable to reach the patient, add the account to the abnormal log. We want the MA/RT on the next shift to follow up and call the patient again. If after the 3rd attempt (3rd consecutive day) and the patient was still unable to be reached, please assign the telephone encounter to your manger so they can decide how to proceed.

V-Message Protocol

1. You must ensure that on the patient info screen, the rendering provider section must show Xpress Urgent Care and the correct location. If not, the v-message sent to the patient will have inaccurate information.

Patient Information (TEST, ANNE-TEST)

Account No: 13513 Prefix: Dr. Date Of Birth: 10/13/1920 Age: 98Y
Last Name: TEST Suffix: Sex: Female S.O./G.I.
First Name: ANNE-TEST MI: SSN: 123-45-6789 Not Provided
Previous Name: Parent Info: Select Set Emerg
Preferred Name: Resp Party: STEINGER ISCOE AND GREENE, DOB: Sex: unknown Home: 772-621-9934
Address Line 1: 1234 Make Believe Street Relation: 0 ...
Address Line 2: City: WonderLand Validate
State: FL Zip: 33458 Country: US
Home Phone: 111-222-3333 Cell No: 444-555-6666
Work Phone: Ext: Not Provided
Email: smoreno@mcfhealth.com Not Provided
Last Appt: 02/06/2019 08:30 Am

Rendering Pr./PCG: Xpress PSL, URGENT CARE

Provider Types: Practicing Providers

Race: Ethnicity: Characteristic: Birth Order: Release of Info: Rx History Consent: Y Signature Date: Advance Directive: Emp Status: Student Status: Gestational Age:

2. Under hub select send message.

TEST, ANNE-TEST 98Y, F INFO

1234 Make Believe Street, Wonder Land, FL 33458
111-222-3333 | 444-555-6666
smoreno@mcfhealth.com | 10/13/1920
Account No: 13513 | Messenger Enabled: Yes
Web Enabled: Yes | healow Tracker Data: No | MRN: 0

Advanced Directive: Insurance: Last vMsg: 04/17/2019, 1901-01-01 PCP: SHIKARA, MAZIN Rendering Pr: XPRESS PSL, URGENT CARE

Billing: Patient Balance: \$1,441.02 Collection Balance: Account Balance: \$1,441.02 Collection Status: Assigned to: Billing Alert Guarantor Balance Account Inquiry Billing Logs

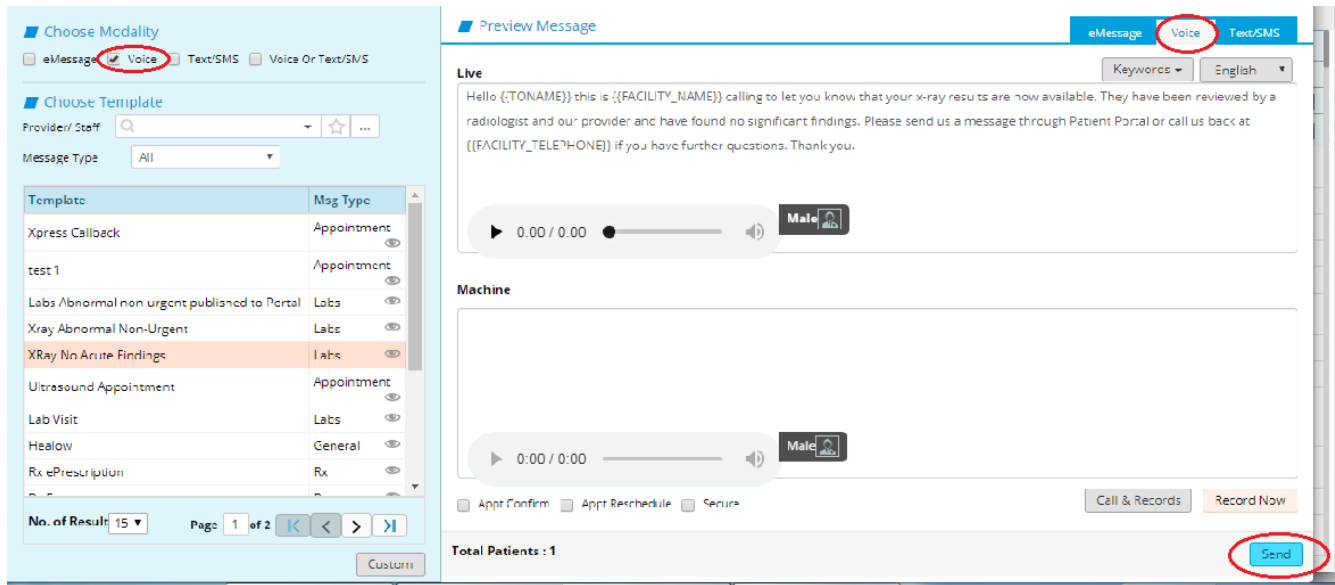
Appointments: Last Appointment: 05/01/2019 01:00 PM Facility: JUPITER:MCF JUPITER, Next Appointment: Facility:

Structured Data: How did you hear about us: Attorney: Consent to share data with external entities?

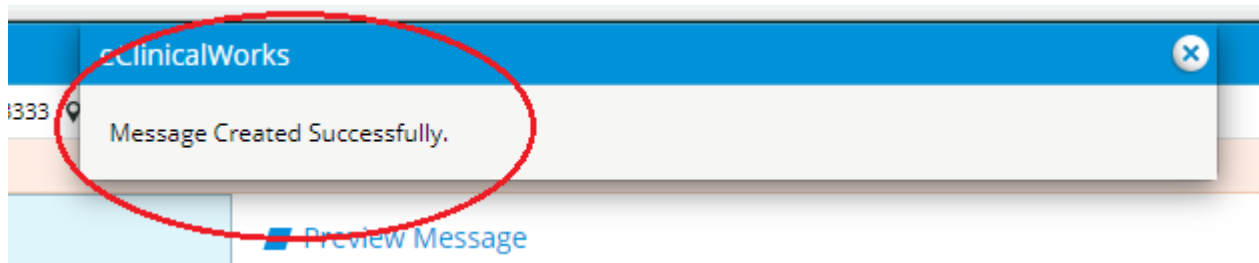
Labs: 33 DI: 9 Referrals: 1
Actions: 1 Tel Enc: 2 Web Enc: 0
Docs: 9 P2P: 0

Progress Notes Patient Docs Action New Tel Enc
Medical Summary Devices Logs New Web Enc
Medical Record Consult Notes Letters Send Message

3. Change modality to Voice, and select what message you want to send.



4. Hit send and you will get a message send successfully message. You may then make a telephone encounter documenting a v-message was sent.



Printed Name

Date

Signature