POLICY | PURPOSE STATEMENT:
It is the policy of TTUHSC SON Larry Combest Community Health and Wellness Center clinics to provide follow-up and tracking of all laboratory and imaging tests, regardless of the vendor used. The purpose of this policy is to define the process for ensuring all patient laboratory and imaging tests are completed in a timely manner and reports are returned for Provider review and action.

SCOPE:
This policy applies to all clinic staff and all patients of TTUHSC SON Larry Combest Community Health and Wellness Center clinics.

DEFINITIONS:
Plan of Care – A plan developed by the Provider, patient and/or family members that details interventions and objectives to accomplish agreed upon goals for the patient.

Patient Portal – Provides a patient access to their personal electronic medical records through MyTeamCare. This is a secure on-line site that allows patients access to their medical information, which includes test results and Provider notes, after they have been published for 72 hours. Patients can send secure messages, request refills and update contact information through the site.

PROCEDURE:
1. Laboratory and imaging tests ordered within the electronic medical record system (EMR) will be tracked within the EMR. The Provider will receive electronic notification in the EMR regarding specimen status and specimen results. Abnormal critical results will be called by the laboratory or radiology department to the Provider, the Provider’s assigned Nurse, or to the on-call Provider after hours.

2. Laboratory test results ordered within the EMR that return with abnormal results will be flagged in the EMR for the ordering Provider. Abnormal low results will
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appear in blue. Abnormal high results will appear in orange. Critical results will display in red with notation of who the results were reported to by phone.

3. Imaging test abnormal results are called to the Provider or a licensed member of the Provider’s team by the reading Radiologist. When a licensed team member receives abnormal imaging results, they will enter an EMR communication flagged as of high importance for the Provider.

4. Pap smear tests are ordered outside the EMR system. Results are manually tracked by a designated LVN or RN to assure the results are reviewed by the Provider and reported to the patient. When further testing is needed, this LVN or RN tracks and navigates the patient through the additional testing. The LVN or RN updates the Provider on results and the patient on the plan of care.

5. When test results are normal, the patient’s Provider will send a result letter to the patient’s given address with the normal results. The letter may include simple plan of care instructions. (i.e. continue medications as previously instructed)

6. When test results are abnormal, a result letter with the abnormal results and information regarding the plan of care may be sent if the Provider deems appropriate. The Provider may elect to contact the patient by phone or patient portal if indicated. Abnormal test results that result in a new plan of care may require a follow up clinic visit and coordination with the Care Manager.

7. The Triage RN, with Provider guidance, will provide education and answer questions for patients that have received test results from their Provider by mail or by the patient portal.

8. The Abilene Community Health Center will manually track all labs, testing and pap smears outside of the EMR system. The designated Case Manager or Pharmacist will review the results and provide a scanned resulted test in the EMR messaging system. When test results are normal, the patient’s Provider will send a result letter to the patient’s given address with the normal results. The letter may include simple plan of care instructions. (i.e. continue medications as previously instructed). When test results are abnormal, a result letter with the abnormal results and information regarding the plan of care may be sent if the Provider deems appropriate. The Provider may elect to contact the patient by phone or patient portal if indicated. Abnormal test results that result in a new plan of care may require a follow up clinic visit and coordination with the Care Manager. When further testing is needed, this LVN or RN tracks and navigates the patient through the additional testing. The LVN or RN updates the Provider on results and the patient on the plan of care.
RESPONSIBILITIES | REVIEW | REVISIONS:
It is the responsibility of the Policy & Procedures Committee to review and initiate
necessary revisions based on collaboration and input by Policy and Procedure committee
and through Administrative management of this policy, including the review and revisions
will be the responsibility of the Clinical Services Director and Nurse Manager.

RIGHT TO CHANGE POLICY:
TTUHSC SON Combest reserves the right to interpret, change, modify, amend or rescind
this policy in whole or in part at any time to reflect changes in policy and/or law.