

**COMMUNICATION**

**CHECKLIST #4**

**COMMUNICATING AND FOLLOWING-UP CRITICAL TEST RESULTS**

The communication of test results is an important part of providing care and may involve various healthcare professionals. Test results may be over-looked, lost, scanned into the wrong record, etc. Abnormal test results requiring follow-up present an additional risk if they are not received, reviewed, or communicated to the patient. This may result in missed or delayed diagnoses, patient injuries, and subsequent claims of malpractice. If a provider orders a test, he or she is responsible for ensuring that the results have been received and reviewed. Provider practices should have policies and procedures in place for the management of test results.

	<b>YES</b>	<b>NO</b>
1. All ordered tests are documented in the patient’s medical record.	<input type="checkbox"/>	<input type="checkbox"/>
2. A process is in place to confirm and document the receipt of test results. Many electronic health record systems allow practices to efficiently track pending laboratory/diagnostic studies.	<input type="checkbox"/>	<input type="checkbox"/>
3. Patients are advised of all test results, normal or abnormal. This communication is documented in the medical record.	<input type="checkbox"/>	<input type="checkbox"/>
4. All incoming laboratory reports and diagnostic tests are reviewed and authenticated by the provider.	<input type="checkbox"/>	<input type="checkbox"/>
5. The provider documents communication of the test results to the patient. Any recommendations or interventions are also be documented.	<input type="checkbox"/>	<input type="checkbox"/>
6. A system is in place for the follow-up of pending laboratory/diagnostic test results for their patients who have been discharged from the hospital or emergency department. Receipt and review of these results are documented in the patient’s medical record. Communication of the results to the patient are also documented.	<input type="checkbox"/>	<input type="checkbox"/>
7. Provider responsibility for follow-up when tests are ordered for a patient by another specialist or consultant is clearly established.	<input type="checkbox"/>	<input type="checkbox"/>