



## Reporting of Critical Lab Results

### Critical lab results:

Any pathophysiological state that is potentially life-threatening unless something is done promptly to correct it.



### Responsibilities:

- All medical staff requesting, reading and entering critical values in the patient medical record.
- Department of Pathology and Laboratory Medicine



Laboratory results that fall into the critical range **MUST** be immediately reported by telephone to the authorized requestor, or designee, or the appropriate in-patient nurse caring for the patient.

### What to do:

1/When you receive critical results, a **"read back" verification** must be done.

2/The authorized requestor whose name is associated with the order in ICIS has the responsibility to **accept and take appropriate action** for the critical laboratory result.

3/The call receiver should be informed that this is preliminary result that will be **rechecked** by laboratory staff. If the result is different, the staff will be called to inform him about the change of result

### Reference

IMMEDIATELY REPORTABLE CRITICAL LABORATORY RESULTS: IPP: MCO-MD-DPL-01-005

### Pathology and Laboratory Medicine staff must call the results according to the following rules:

#### A. Inpatient

Primary Nurse ⇨ Nursing Supervisor

#### B. Outpatient, during Working hours

Ordering Physician ⇨ Section Head ⇨ Department Chairman ⇨ MCA

#### C. Outpatient, after working hours

Ordering Physician ⇨ First on Call ⇨ Second on Call (if available) ⇨ Consultant on call ⇨ Section Head ⇨ Dept. Chairman ⇨ MCA

#### C. Emergency/Family Medicine

In charge nurse caring for patient/Physician on duty

### Documentation of verbal/Phone communication shall follow these requirements

- Use of two patient identifiers.
- Verbal/Phone communication of results shall be **documented immediately** in the patient's medical record chart and or ICIS.



**2<sup>nd</sup> IPSG**  
**Improve Effective Communication**

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