
ER.11 Emergency diagnostic tests are performed and results communicated on a timely manner.

- ER.11.1 Laboratory and radiological diagnostic investigations required for a safe patient care are available twenty-four hours a day, seven days a week.
- ER.11.2 The hospital has a process to provide all investigations that are essential but not available.
- ER.11.3 Results of investigations are available to the emergency staff within a defined time frame.

Standard Intent:

The hospital defines the time period for performing and result of emergency diagnostic tests. Results are reported within a time frame based on patient needs, services offered, and clinical staff needs. Emergency tests and after-hours and weekend testing needs are included. Results from urgent tests, such as those from the emergency department, operating theatres, and intensive care units, are given special attention in the quality measurement process. In addition, when diagnostic tests are not available, in the hospital, hospital must have a process to provide those diagnostic tests including the time frame.

ER.12 The emergency department has a channel of communication with the designated regional drug and poison information center when needed.

- ER.12.1 The contact details of the regional drug and poison information center are available and accessible to the staff in the emergency department.
- ER.12.2 The hospital communicates with regional poison center when a need arises.
- ER.12.3 The emergency department is equipped to deal with the most common and/or risky poisonous injuries in the community it serves.

Standard Intent:

In some occasions, patient's needs in ER is not expected and need different experts which might be not available in the hospital, and due to the critical of patient conditions, hospital must have a process of communicating with outside information center such as poison center to provide the evidence based care for the patients.