Assignment of Duty Policy for Tracking pending Lab and Imaging results

Policy Date: 4/3/2017

It is the policy of Rakesh K. Dua Physician, PC to manage the ordering and follow-up of all Labs as follows:

**Workflow for labs:**

1. Create an order for the lab test in Enabled Healthcare Inc.
2. On the daily basis, the MA makes sure that all labs are picked up by the specimen carrier, by the end of the day.
3. On a daily basis, the office manager monitors the Outstanding tab of the Lab Order Lookup window for overdue orders.
4. Follow up as indicated by office policy.

Our System Enabled Healthcare Inc. flags abnormal lab and results to bring them to the attention of our providers. Labs are tracked on our electronic log system. As per our policy labs are entered into the EMR and tracked in our electronic system. Our referral coordinator tracks the status of labs using this method.

**Workflow for diagnostic imaging:**

1. Create a referral to the partner facility, and print out documents for patient to bring.
2. Call partner diagnostic facility to make appointment for patient, and record in our excel-based tracking table.
3. On a daily basis, the office manager monitors the Imaging Tracker table for overdue orders.
4. Follow up as indicated by office policy.

**Workflow:**

1. Our Providers review results upon receipt and identify abnormal values. They then record if the results are normal or abnormal.

2. Follow office policy to alert providers of abnormal results using the High Priority and Result fields.

We Notify patients/family of normal and abnormal lab and imaging test results.

**Workflow:**

Several communication methods are available for communication and tracking:

**Phone Call** - Use Telephone Encounter or the notes field on the result to document communication.

**Patient Portal** - Secure electronic communication regarding results.

**Lab Letters** - Use the Lab Letters feature to generate and mail results.

Interface for Ordering/Retrieving Results for Labs & Diagnostics. Our practice uses an electronic system to order and retrieve lab and imaging tests.

**Setup*:***

Our practice has an established bi-directional interface with labs and imaging test facilities.