

Approved By:	Board of Directors	Adopted Date:	5/13
Distribution:	Site Administrators, Medical Personnel	Revision Date(s):	8/02, 6/03, 4/13
Category:	Information Management	Reviewed Date(s):	7/19

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PURPOSE:

To assure that patient orders for mammograms and imaging are tracked, patients are notified of their results, and that results are appropriately followed up.

DEFINITIONS:

Abnormal Result: Result that requires the ordering provider's attention as soon as possible but is not as urgent or life threatening as a critical result.

Critical Result: Result for a condition that if left untreated may be life-threatening or place the patient at serious risk. Patients require urgent clinical attention.

Critical Mammogram or Imaging: Mammogram or imaging that requires immediate notification of results, whether critical, abnormal, or normal (e.g., suspected or confirmed cancer).

Normal or Benign Result: Result that falls within the normal parameters for the particular referral and/or patient.

Ordering Provider: The provider who initiated an order/referral for a particular patient.

Specialist Provider: A provider or facility who received a referral for services from an ordering provider.

Surrogate Provider: A provider designated to act on results on behalf of the ordering provider if the ordering provider is unavailable.

POLICY:

All orders for mammograms and imaging are documented and tracked in the electronic health record and are placed at the facility preferred by the patient. Patients will either be scheduled by clinic staff before leaving the clinic or they may schedule on their own.

Mammogram and imaging results are routed to the ordering provider, or a surrogate provider if the ordering provider is unavailable, within a period of time that allows prompt clinical action to be taken. Mammogram and imaging results are reviewed within 72 hours of receipt and results are subsequently entered or scanned into the patient's record.

The ordering provider or their designated surrogate communicates all abnormal and critical imaging results as appropriate to ensure patients are active participants in their healthcare. Patients are notified of their imaging results via office visit, telephone, mail, or MyChart patient portal. Notifications are documented in EPIC.

Responsibility

Ordering and surrogate providers are responsible for:

- Reviewing, signing, and acting on all results they order.
- Notifying patients of their results, or delegating care team staff to do so.
- Developing an evidence-based treatment plan with the patient as needed.
- Updating the patient's problem list as appropriate.

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Referral staff are responsible for:

- Processing imaging order according to the Imaging Order Workflow.
- Processing mammogram referrals according to the Mammogram Tracking Workflow.

REFERENCES:

None

ASSOCIATED DOCUMENTS:

Imaging Order Workflow

Mammogram Tracking Workflow

ODCHC Policy CLN.030 Mammogram and Imaging Result Tracking (Retired)

KEYWORD TAGS:

None