



TITLE: Tracking of Imaging Tests
DIVISION: Ambulatory Care Network
SERVICE AREA/ UNIT: ACN Clinics

Policy & Procedure Number	ACN
	GA-01.011
Origination Date:	09/12/2019
Revision Date:	10/08/2020
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Approved By:	ACN P&P

1.0 PURPOSE:

To establish a process for tracking and follow-up of imaging tests ordered by providers/care teams (including those working within the Patient Centered Medical Home (PCMH), specialty, urgent care clinics and other clinical areas within the ACN) through completion and availability of the result.

2.0 POLICY:

Each Ambulatory Care Network (ACN) facility will ensure that patients with imaging tests ordered by the PCMH through the ORCHID electronic health record are tracked and followed-up through completion and availability of the imaging result.

3.0 DEFINITIONS:

- 3.1 **ORCHID:** The Los Angeles County Department of Health Services' electronic health record system.
- 3.2 **Imaging tests:** A test performed by the Radiology Department to image part or whole portions of a patient for screening or diagnostic purposes, including but not limited to x-ray, CT, MRI, ultrasound, nuclear medicine scans, mammography and dexa scans.
- 3.3 **Outstanding imaging:** Any imaging orders that are not completed.

4.0 PROCEDURE:

- 4.1 Central ACN administrative staff will generate and distribute an Imaging Order Report from ORCHID monthly and distribute to all ACN clinic sites.
- 4.2 A designated member of each PCMH team will review the monthly Imaging Order Report and verify availability of imaging test result on all images reported as not being complete.
- 4.3 The designated staff will attempt to obtain the missing imaging result by rescheduling, following-up with the patient for missed appointments, contacting the performing department to reschedule, or discussing the continued need with the

ordering provider as clinically necessary with documentation of efforts in the medical record.

- 4.4 Documentation of outcome and follow-up will be made on the monthly Imaging Order Report spreadsheet and saved for review. Interventions will also be documented in the ORCHID electronic health record as clinically needed.
- 4.5 Every outstanding imaging test ordered will be reviewed monthly with follow-up actions taken until order is clinically cancelled or test is completed and results are available.
- 4.6 All results will be made available in the medical record and patient portal upon completion. Additional reporting of critical, abnormal, or normal results will be reported to the patient as clinically necessary by the Ordering Provider or designee.

5.0 MONITORING:

- 5.1 ACN Quality Board will monitor the timeliness of the response to the Imaging Order Report to identify trends, variances as well as to identify opportunities for improvement.

6.0 SOURCES AND REFERENCE:


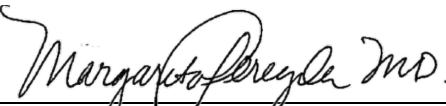

- 6.1 ACN Patient Centered Medical Home Manual

7.0 AUTHORITY:

- 7.1 National Committee for Quality Assurance, Patient-Centered Medical Home Standards & Guidelines

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Approvals:

	10/27/2020
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	10/22/2020
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P&P History

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