



**LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES  
HARBOR-UCLA MEDICAL CENTER**

**SUBJECT:** ABNORMAL DIAGNOSTIC TEST RESULTS - CLINICS

**POLICY NO.** 393A

|   |                                   |
|---|-----------------------------------|
| <b>CATEGORY:</b> Provision of Care            | <b>EFFECTIVE DATE:</b> 11/04      |
| <b>POLICY CONTACT:</b> Griselda Gutierrez, MD | <b>UPDATE/REVISION DATE:</b> 3/22 |
| <b>REVIEWED BY COMMITTEE(S):</b>              |                                   |

**PURPOSE:**

To describe the actions clinics must take when in receipt of an abnormal test result.

**POLICY:**

On a daily basis, abnormal test results are sent to a designated individual in each clinic for review.

**PROCEDURE:**

1. The responsibility for the appropriate follow-up of abnormal test results (non-critical value) lies with the provider ordering the test.
2. Appropriate clinical action may include a telephone call, a letter (if necessary), or a telegram to the patient. Alternatively, no action may be indicated.
3. Abnormal lab results are to be followed up as clinically indicated at subsequent visits.
4. Critical lab values are transmitted to the ordering providers according to current laboratory policy, which includes the "read back" of results to the person calling.
5. If a clinic staff member receives the abnormal report by telephone, s/he must report the result to the appropriate provider and document this exchange in the electronic health record under "iView and I & O" section (Please see Attachment I, Critical Results: Documentation of Provider Notification, Job Aid).

Reviewed and approved by:  
Medical Executive Committee 03/2022

Beverley A. Petrie, M.D.  
President, Professional Staff Association

**REVIEWED:** 5/14, 11/17, 3/22  
**REVISED:** 12/07, 1/09, 5/14, 11/17, 3/22

**APPROVED BY:**   
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## Critical Results: Documentation of Provider Notification

Job Aid v11.03.2015

This job aid is intended for clinical users to outline the correct documentation in ORCHID for receiving and reporting a critical result(s) to the appropriate provider. **Notification of Critical Results are to be documented in ORCHID, not on paper.**

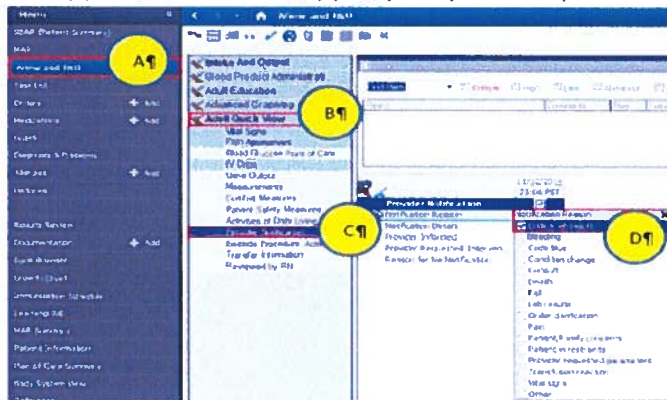
1. Nursing staff receives critical result(s) for lab, radiology, point of care and must notify provider. Lab result also appears in Results Review in red.



| Routine Chemistry |           |
|-------------------|-----------|
| Sodium            | = (U) 120 |
| Potassium         | 4.0       |
| Chloride          | 105       |



2. Notify provider follow facility policy and procedure, then document in PowerChart



- A. Go to iView and I&O
- B. Go to Adult Quick View  
*Select the appropriate Quick View for your area*
- C. Go to the Provider Notification Section
- D. Click on the box for Notification Reason

- Place a check next to Critical Lab result

3. Fill in relevant fields and following the local facility policy and procedures, and sign document. ✓

