

LOS ANGELES GENERAL MEDICAL CENTER POLICY

Subject: CRITICAL RADIOLOGY RESULT NOTIFICATION AND FOLLOW-UP	Original Issue Date: 5/14/13	Policy # 925
	Supersedes: 2/22/19	Effective Date: 3/02/23
Policy Owner(s): Diagnostic and Support Services Executive Sponsor(s): Chief Operations Officer		
Departments Consulted: Radiology Health Information Management Patient Safety Office Risk Management	Reviewed & approved by: Attending Staff Association Executive Committee Senior Executive Officer	Approved by: (Signature on File) Chief Operations Officer (Signature on File) Chief Executive Officer

PURPOSE

To delineate the Los Angeles General Medical Center process for communicating critical radiology results in a timely manner to the physician/designee who can act upon an abnormal radiology study.

POLICY

The Medical Center will comply with all applicable regulations, requirements, and standards by reporting imminent, life-threatening critical radiology results (CRRs). The Radiology Department has developed and implemented the following:

- A Critical Radiology Results and Level of Notification List approved by the Attending Staff Association Executive Committee (Attachment A).
- Radiology reporting procedures from 07:00 AM-10:00 PM (Attachment B)
- Radiology reporting procedures from 10:01 PM-6:59 AM (Attachment C)
- Responsibilities of providers and Health Information Management (HIM) (Attachment D)
- Back-up Notification procedures (Attachment E)
- Patient Notification Options (Attachment F)

Problems with or delays in notifying the appropriate provider of critical radiology results will be entered into Safety Intelligence.

DEFINITION

Critical Radiology Results (CRR)

A radiology test result which requires immediate action by the reviewing radiologist and appropriate provider. (Attachment A)

PROCEDURE

Radiology

- Utilizing the Critical Radiology Results and Level of Notification document (Attachment A) or at the discretion of the reading radiologist, the radiologist identifies a CRR.
- Radiologists will determine the response time for the CCR (Emergency, Immediate or Confirmed Notification) by consulting the Critical Radiology Results and Level of Notification document (Attachment A).

Subject: CRITICAL RADIOLOGY RESULTS NOTIFICATION AND FOLLOW-UP	Effective Date: 3/02/23	Policy # 925
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- Between the hours of **7:00 AM through 10:00 PM**, radiologists will document all CRRs for outpatients in the critical results module of Fluency using Option 2 to add the study to the worklist (See Attachment B for algorithm)
- Between the hours of **10:01 PM and 6:59 AM**, the radiologist/designee will handle all CRR notifications (See Attachment C for algorithm). Documentation will be done using Option 1 of the Fluency critical results module.
- The radiologist/designee will relay CRRs directly to the DEM, all inpatients, Employee Health, OR and Jail at all times and document using Option 1 of the Fluency Critical results module.

Area(s)	7:00 AM-10:00 PM	10:01 PM-6:59 AM
DEM, inpatients, Employee Health, ORs, Jail	Radiologist will call provider directly and use Option 1 for documentation	Radiologist will call provider directly and use Option 1 for documentation
All outpatient areas	Radiologist will add study to the critical results worklist using Option 2	Radiologist will call provider directly and use Option 1 for documentation

- Radiology will forward CRR notification monitoring reports to the Patient Safety Committee.
- Radiology will track response times for the CCR's and report the findings at the Radiology Clinical Counsel Meeting for discussion and action, when applicable.

Refer to Attachment D for the responsibilities of the accepting provider and Health Information Management.

RESPONSIBILITY

Attending Staff
Residents
Los Angeles General Medical Center Radiology
Department Health Information Management

REFERENCES

CMS CoP standard §482.24(b)
Joint Commission National Patient Safety Goal 02.03.01
American College of Radiologist Practice Guidelines for Communication of Diagnostic Imaging Findings

		Page 3	Of 3
Subject: CRITICAL RADIOLOGY RESULTS NOTIFICATION AND FOLLOW-UP	Effective Date: 3/02/23	Policy # 925	

ATTACHMENTS

- Attachment A: Critical Radiology Results and Level of Notification List
- Attachment B: Critical Radiology Results Reporting (7:00 AM to 10:00 PM)
- Attachment C: Critical Radiology Results Reporting (10:01 PM to 6:59 AM)
- Attachment D: Critical Radiology Results- Responsibilities
- Attachment E: Critical Radiology Results Notification – Back up Provider Call List
- Attachment F: Critical Radiology Results – Patient Notification Options

REVISION DATES

April 14, 2015; February 22, 2019; March 2, 2023