

LOS ANGELES GENERAL MEDICAL CENTER RADIOLOGY CRITICAL RADIOLOGY RESULTS – Patient Notification Options

1. Notify patient by telephone

- Access ORCHID to obtain patient's telephone number and address
- Resources are available 24 hours a day, seven days a week as a source for patient demographic information

2. Request law enforcement courtesy visit

- Request a law enforcement agency to make a courtesy visit by:
- Contacting the Los Angeles County Sheriff Department at the Medical Center and request assistance in contacting the law enforcement agency who has jurisdiction over the patient's address for a courtesy notification visit to patient.
- Provide the law enforcement agency with the message to be delivered. For example:
 - "It is important/urgent that you call _____ at _____ as soon as possible."
 - "Ask the patient to come into the Los Angeles General Medical Center Emergency Room as soon as possible."
(It may be helpful to remind the police that the patient has the right to refuse service).

3. Notify patient by graph net/mailgram

If the patient does not have a telephone, the provider may send a mailgram by completing a Mailgram Fax v2 form available from the I.T. Helpdesk located in the D&T Building, room 2E218.

- Return the completed form to the I.T. Helpdesk or fax to the number on the form. **If the patient requires immediate attention, do not utilize this option as the mailgrams will not be delivered the next morning**
- The RSC will inform the DEM Assistant Nurse Manager if the patient was instructed to report to the DEM. If the RSC is closed, the provider will notify the DEM.

Confidentiality of Patient's Protected Health Information

The confidentiality of the patient's protected health information shall be maintained in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA Privacy Standards) and related Medical Center policies. Without the patient's express authorization, the test results can only be disclosed to the patient or legal representative. If the patient is not available, messages left on telephone answering machines/services, with other members of the household, or provided to law enforcement may only include: the healthcare provider or contact employee's name, telephone number to call, facility name, and a phrase indicating the importance of returning the call as soon as possible, e.g., "It is urgent (an emergency) that you call back as soon as possible."