

CLINICAL LABORATORY DEPARTMENT

<b>POLICY AND PROCEDURE MANUAL</b>	<b>Approved by:</b> Douglas Kahn, M.D , Lab Director
Subject: <b>Read Back of Results or Orders Given Verbally or Over the Telephone</b>	<b>Effective Date:</b> 01/21/2004 <b>Revision/Date:</b> 03/22/2004, 07/23/2008, 07/23/2009
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**PURPOSE:**

To meet the Joint Commission Patient Safety Goal: "Improve the Effectiveness of Communication Among Caregivers" and achieve basic core safe health care practices.

**POLICY:**

All verbal / telephone orders and laboratory results will require verification "read-back" of the complete order or laboratory result by the person receiving the order or laboratory result.

**PROCEDURE:**

1. Whenever providing verbal laboratory results, including over the telephone, the person receiving the results is to verify accuracy by verbally repeating back the complete information to the person giving the results. The person giving out the results is to document who received and read-back the results.
2. Information to be read back:
  - Patient Name, including spelling, if needed
  - Patient Medical Record Number
  - Date and time testing done, when applicable
  - Laboratory Test Name(s)
  - Result(s) for each Laboratory Test:
    - a) Do not use "trailing" zero after the decimal point:
      - (1) Say "2" (2)
      - (2) Do not say "2 point 0" (2.0)
    - b) Do use zero before decimal points:
      - (1) Say "zero point 2" (0.2)
      - (2) Do not say "point 2" (.2)
3. Whenever a clinician calls to add-on a laboratory test:
  - The person answering the telephone shall verify the information by reading back the complete information to the caller, as outlined in item 2 above.
  - The person answering the telephone will find out if enough of the correct specimen is available in the laboratory to add-on requested tests.
  - If the test(s) can be added-on, the caller will be asked to immediately order the additional test(s) in Affinity or on down-time form (if Affinity down).
  - If there is not adequate specimen in the laboratory, the caller will be informed of this so appropriate follow up can be done in the clinic.

1-21-2004: written by Diane Blixt, CLS

Revisions:

3-22-2004: dnb - typo corrections and inclusion of documentation of person reading back results

7/22/2008: dnb - added Douglas Kahn as co-director

7/23/2009: dnb - removed Nora Ostrzega as co-director, changed "JCAHO" to Joint Commission

