



Los Angeles County Department of Health Services

Policy & Procedure Title:		ORCHID Message Center	
Category:	100-199 General Administration	Policy No.:	101.04
Originally Issued:	3/1/2017	Update (U)/Revised (R):	
DHS Division/Unit of Origin:	Patient Safety		
Policy Contact – Employee Name, Title and DHS Division:			
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Distribution: DHS-wide	<input checked="" type="checkbox"/>	If not DHS-wide, other distribution:	

PURPOSE:

The purpose of this policy is to set expectations for acknowledgment of patient care related messages and laboratory/pathology/imaging results in the Electronic Health Record (EHR).

DEFINITION(S):

Message Center: The area within EHR containing patient-specific communications between members of the clinical and/or clerical team, and results of laboratory, pathology, and imaging studies.

Messages: Any communications related to patient care or results of clinical examinations and studies.

POLICY:

Messages and laboratory/pathology/imaging results in the EHR will be acknowledged in a timely manner.

PROCEDURE:

Staff shall check the messages from the Patient Portal at least once every 3 business days.

Staff shall check laboratory, pathology, and imaging studies at least once every 7 business days. (For critical results, the facility shall follow the DHS Critical Radiology Notification Lists).

The mission of the Los Angeles County Department of Health Services is to ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.

Revision/Review Dates:
 Department Head/Designee Approval:

For staff absences of longer than a week – away from any DHS facilities and/or unable to access the EHR – the messages are to be proxied to another staff member, of equivalent scope of practice, or to a designated pool to perform equivalent function.

- If the absent staff member did not set the proxy prior to his/her absence, it is the responsibility of the staff member's supervisor to assume and/or delegate proxy responsibilities for message checking.

For time-sensitive messages (e.g. medication renewals, proposed orders, etc.), the message sender should ensure real-time communication to alert the receiving party that there is an outstanding message in their in-box (e.g. verbal communication by phone or face-to-face).

MONITORING MECHANISM AND ACCOUNTABILITY

It is the responsibility of the facility/department leadership to ensure compliance with this policy by periodic monitoring and implementation of performance improvement measures as needed.

Compliance may be measured via an electronic means (e.g. a report query) or manually (e.g. sample chart review).

ATTACHMENTS/FORMS:

DHS Critical Radiology Notification Lists