



TITLE: Tracking of Laboratory Tests
DIVISION: Ambulatory Care Network
SERVICE AREA/ UNIT: ACN Clinics

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| Policy & Procedure Number | ACN |
| | GA-01.012 |
| Origination Date: | 10/08/2020 |
| Revision Date: | |
| Review Date: | |
| Approved By: | ACN P&P |

1.0 PURPOSE:

To establish a process for tracking and follow-up of laboratory tests ordered by providers/care teams (including those working within the Patient Center Medical Home (PCMH), specialty, urgent care clinics and other clinical areas within the ACN) through completion and availability of the result.

2.0 POLICY:

Each Ambulatory Care Network (ACN) facility will ensure that patients with laboratory tests ordered by the PCMH through the ORCHID electronic health record are tracked and followed-up through completion and availability of the result.

3.0 DEFINITIONS:

- 3.1 **ORCHID:** The Los Angeles County Department of Health Services’ electronic health record system.
- 3.2 **Laboratory tests:** A test performed by the laboratory Department.
- 3.3 **Outstanding laboratory tests:** Any laboratory orders that are not completed as of the date of reporting. (date report is to to be run will be determined by ACN.)

4.0 PROCEDURE:

- 4.1 Central ACN administrative staff will generate and distribute a Laboratory Order Report from ORCHID monthly and distribute to all ACN clinic sites.
- 4.2 A designated member of each PCMH team will review the monthly Laboratory Order Report and verify availability or lack of availability of laboratory test result on all orders. For missing or pending results that are not completed, the PCMH team will be notified to follow up with the patients as clinically necessary.
- 4.3 The designated staff will attempt to obtain the missing laboratory result by rescheduling, following-up with the patient for missed appointments, or discussing the continued need with the ordering provider and cancelling if not needed as clinically necessary with documentation of efforts in the medical record.

- 4.4 The monthly Laboratory Order Report spreadsheet shall be utilized to identify outstanding orders. Interventions will be documented in the ORCHID electronic health record as clinically needed.
- 4.5 Results will be sent to the ordering providers inbox, flagging abnormal and critical results in ORCHID. Critical results will be called/messaged to a responsible licensed staff per the Timely Notification of Critically Abnormal, Abnormal and Normal Test Results Policy.
- 4.6 All results will be made available in the medical record and patient portal upon completion. Additional reporting of critical, abnormal, or normal results will be reported to the patient as clinically necessary by the Ordering Provider or designee.

5.0 MONITORING:

- 5.1 ACN Quality Board will monitor the completion percentage of laboratory orders to identify trends, variances as well as to identify opportunities for improvement.

6.0 SOURCES AND REFERENCE:


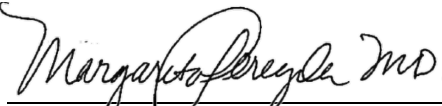

- 6.1 ACN Patient Centered Medical Home Manual
- 6.2 Policy No. CD-01.003, Timely Notification of Critically Abnormal, Abnormal and Normal Test Results

7.0 AUTHORITY:

- 7.1 National Committee for Quality Assurance, Patient-Centered Medical Home Standards & Guidelines

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Approvals:

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P&P History

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