

Sanford Policy Laboratory Marshfield Region	Critical Value Notification Procedure- Marshfield Region
	APPROVED BY: MANAGER, LABORATORY, PHYSICIAN - PATHOLOGY - ANATOMIC & CLINICAL
DATE REVIEWED/REVISED:  Marshfield Labs™	FORMULATED BY: MANAGER, LABORATORY QUALITY

CRITICAL VALUE NOTIFICATION PROCEDURE- MARSHFIELD REGION

SCOPE

This procedure applies to all Marshfield Labs Service Line personnel responsible for conveying critical lab values to ordering providers and/or their delegated staff and documenting the call-back in the lab computer system.

PURPOSE

Critical values may imply a life-threatening situation for the patient and must be brought to the immediate attention of the physician and/or the patient care staff responsible for the patient. Prompt notification of potentially life-threatening test results is important to ensure appropriate care is administered. Critical (panic) values are established for a normal population, though in some instances may not be considered “critical” when related to particular disease states. Interpretation of test results is the responsibility of the physician. Refer also to the [Critical Value Policy](#).

Significant values have been identified for certain Microbiology and Molecular Pathology test results within the Marshfield Clinic Health System. These results are abnormal or unexpected, but not immediately life-threatening. However, they require prompt communication with caregivers to prevent potential patient harm. Timely review by physicians or patient care staff is essential, as delays may lead to serious adverse outcomes.

The purpose of this procedure is to provide instructions for handling critical and significant values and providing timely notification to providers and clients.

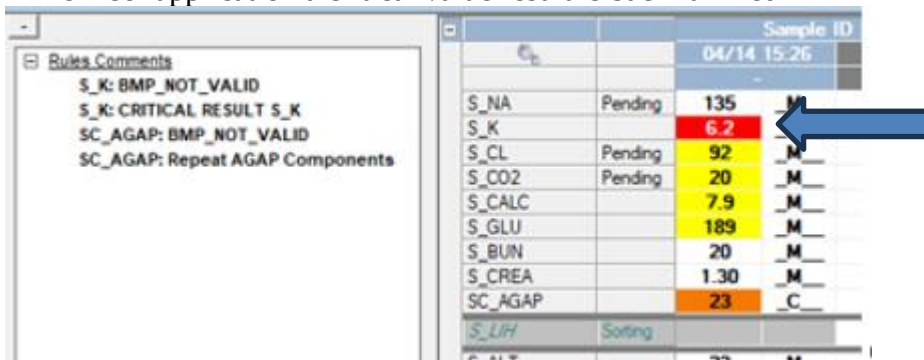
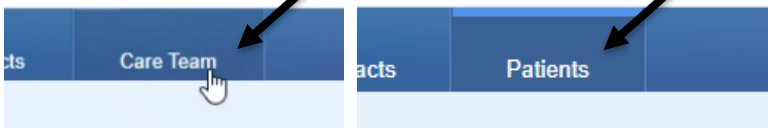
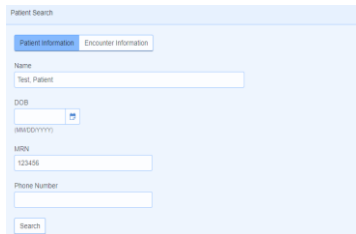
For Microbiology/Molecular Pathology differences to procedure, including critical versus significant results, see [Procedure – Microbiology/Molecular Pathology](#).

PROCEDURE

Step	Action
1.	Identify a critical value is present. In Cerner applications a critical result is displayed in red font and with a “C” flag, for example: PLT ☒ 28 LC

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	- In Remisol application a critical value result is backlit in red  - Follow repeat and verification requirements listed in test specific procedures. - Notification of critical values requires timeliness and is expected to be made within 30 minutes from the time the test result is available. Exceptions or failure to meet criteria must be documented, refer to Critical Value documentation below.
2.	Locate the contact information and call the ordering provider or approved designee based on the encounter type associated with the critical value. - Refer to the Critical Value Policy for a list of approved designees. For inpatient, ED, or other applicable internal encounters: - Use Connect Messenger to locate the nurse's direct extension. - Open the Connect Messenger desktop application.  - Select "Care Team" or "Patients" tab, depending on your access.  - In the "Patient Search" section, enter the patient's information (e.g., Name, DOB, MRN) and select "Search".  - Locate and select the correct patient. - Filter by "Active encounters" and select the current "Active" inpatient

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encounter/FIN.

Inpatient	FIN:
MFH 8N MedSurg	Sep 11, 2023
Test MD, Provider	16:25
	Active

- f. Locate the current nurse's direct phone number with extension by reviewing the Care Team contact information displayed on the right pane.
 - i. Dial the full extension as listed.

Role	Name	Service Team	Contact
This Visit			
Nurse	Test RN, Nurse	--	(715) 389-7796, Ext: 6111801
--	Internal Medicine Teaching Service Ward B	--	--
Nursing Assistant	Test RN, Nurse 2	--	(715) 389-7796, Ext: 6112715

2. If this information is not available or you are unable to reach the patient nurse directly, contact an approved designee or the provider:
 - a. Call the patient's floor.
 - b. Call the provider using the contact information available in Connect Messenger or [MCHS Smart Web](#) Phone Directory.

For outpatient (clinic) or client/outreach encounters:

1. Click on the "Patient Demographics" button.

Click on the "Encounter" tab to view patient location and provider.

2. For outpatient/clinic encounters (*Applies only to MCHS locations/providers. Exception: ED/Urgent Care*):
 - M-F 8am to 5pm: notify dept/provider
 - Off hours 5pm to 8am notify Nurseline by dialing extension 9-5976 or 1-800-782-8581 and ask for Nurseline RN
 - See [Critical Labs Management After Hours Process-Nurse Line](#) for more details

	3. Anticoagulation Services/Coumadin Clinic available M-F 7am to 5pm, Sat 8am to 1pm, & holidays 8am to 12pm 4. For external clients (outreach) utilize the SharePoint site below - Test Reference Manual (left hand pane) Critical Call Back Info – Clients <i>Note: If you are unable to locate provider/client information, email add/update requests to MCL LAB - OR SUPPORT (SHARED).</i> <i>Note: For further assistance use MCHS Smart Web Phone Directory</i> Directory Search for the ordering provider or providers’s department. On Call schedule for the on-call physician for the associated provider's specialty (during non-routine working hours) If unable to locate information for provider’s or approved designee’s contact the Department Manager to further assist. For Direct Access Testing (DAT prefix) - M-F 8am to 5pm: notify the patient directly. Patient phone number is located in Patient Demographics within Cerner apps or Patient Information in Powerchart. - Use script “Hello, this is _____ calling with Marshfield Laboratories. We have critical lab results to share with you today. We recommend that you immediately follow-up with your Primary Care Provider or seek medical care at your closest Urgent / Emergency care Facility.” - Off hours 5pm to 8am notify Nurseline by dialing extension 9-5976 or 1-800-782-8581 and ask for Nurseline RN
3.	Document if you are unable reach the provider or approved designee within 30 minutes or if provider preferences indicate notification request is for the next business day. - Add a detailed comment in the “Result Note” along with the date, time and your initials. - Leave a note or communication for the shift/department to call the critical value. - If addition notification attempts are unsuccessful, added comments as described above for each communication attempt.
4.	Notify the provider or approved designee with the following information: - Patient's full name - Medical record number (or other unique identifying number number) - Date and time of specimen collection - Test name - Test result - Any additional information that might be needed to interpret the result, i.e., hemolysis, plasma/serum on cells when received, lipemia, etc.

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5.	Ask for the full name (first and last) of the individual that receives the critical value information and request 'read back' of the following information: - Patient full name - Test name - Test result If the call recipient refuses to 'read back' the critical value, document in the “Result Note” and complete an incident report (Lab Specimen event- Post-analytic, Critical value).
6.	Complete critical value notification documentation as follows: Note: Documentation only needs to be performed in one application (Remisol or Cerner) In Cerner - Click the “Result Note” tab and “Edit”. - If result transmits from an interfaced analyzer, add the critical value documentation comment before pressing “Verify”. - If results are manually entered, click “Perform”, and the comment box will automatically open. - In the Comment section, type “CALTO”. - Click F9. It will expand to: - Type in your initials. - Click F5 for the date/time stamp. - Click F3 to move to the next fill in box. - Enter the first and last name of the individual who was notified of critical result.

Result Note Comment: Called by ATH 10/21/2021 3:48:06 PM CDT Called to Dr. Smith Called and Read back obtained h. Enter additional applicable word processing templates (wpt). In Remisol a. Fill in the gray box with First Name, Last Name, and your initials as TECH. b. Ensure that run is highlighted and click Save ( the floppy disk icon) <table border="1"> <tr> <td>S_FIRSTNAME</td> <td>Pending</td> <td></td> <td></td> <td></td> </tr> <tr> <td>S_LASTNAME</td> <td>Pending</td> <td></td> <td></td> <td></td> </tr> <tr> <td>S_TECH</td> <td>Pending</td> <td></td> <td></td> <td></td> </tr> </table> c. Documentation will appear as Result Comment in Cerner Comments Accession: 005-24-286-0001 0 minutes ago <table border="1"> <tr> <th>Comment Types</th> <th>Viewer</th> </tr> <tr> <td>ZZTEST, BETTY</td> <td>Phosphorus - Result Comment (SYSTEM 10/15/2024 9:18): Critical Result S_PHOS:<1.0 Called to and read back by: DR EVIL at: 10/15/2024 09:17:38 by:ATH</td> </tr> </table>	S_FIRSTNAME	Pending				S_LASTNAME	Pending				S_TECH	Pending				Comment Types	Viewer	ZZTEST, BETTY	Phosphorus - Result Comment (SYSTEM 10/15/2024 9:18): Critical Result S_PHOS:<1.0 Called to and read back by: DR EVIL at: 10/15/2024 09:17:38 by:ATH
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PROCEDURE – Microbiology/Molecular Pathology

Step	Action
1.	Identify a critical or significant value is present using the Critical Value Policy .
2.	Notification of a critical value is expected to be made within 30 minutes from the time the test result is available. Notification of a significant value is expected to be made within 24 hours from the time the test result is available. - Immediate notification is preferred, however, these results do not require calls outside of normal clinic operating hours. - Significant values encountered on weekends do still need to be called within 24 hours but can be left for day shift to notify.
3.	For notification and documentation steps of critical and significant values, see Steps 2-6 in above table with the following exceptions for documentation: - For PathNet Microbiology: Result Entry, the word processing template is “CALL2”. “CALTO” is appropriate for any testing in PathNet General Lab: Accession Result Entry. - Remisol actions do not apply to Diasorin XL tests; no critical or significant values associated with this testing.

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	For Blood Culture positives, follow the established procedure in Blood Cultures Processing Positive Blood Cultures and Blood Culture Computer Result Entry for proper documentation.
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PROCEDURAL NOTES

Word processing template (wpt) <i>*Use as Result Note</i>	Expands to:
CALTO	Call to _ Call by _ Called and Readback Obtained
CALL2 (for Micro)	Call to _ Call by _ Called and Readback Obtained
CRVN	Critical result notification not required

- If critical value is discovered and needs to be confirmed by secondary site, preliminary result should be called and documented. Secondary call is not needed.
- DO NOT leave results with answering machines, answering services or with hospital telephone operators, etc. In these situations, leave a message for the provider or designee to call back to receive a critical value report.
- For after-hours Mayo 'Semi-Urgent Results' please fill out [Off Hours Reference Lab Communication Form](#) and put in Customer Services *In basket* to be called next business day. (**Exception:** if patient is an in-house hospital patient results should be called immediately.)



MCR
Reference Value
Negative

- Any issues (unprofessional behavior from call recipient, failure to 'read back' results when asked, etc.) that arise during notification calls must be documented in rL6 for follow-up.

RELATED DOCUMENTS

Title:
Critical Value Policy
Critical Labs Management After Hours Process-Nurse Line
Off Hours Reference Lab Communication Form
Blood Cultures Processing Positive Blood Cultures

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[Blood Culture Computer Result Entry](#)

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HISTORY RECORD**CRITICAL VALUE NOTIFICATION PROCEDURE- MARSHFIELD REGION**

Version No.	Editor	Revision Description
1.0		New Document
2.0		Updated title from 24 Hour Services Critical Value Notification Procedure Updated scope to apply to all DLM personnel. Moved instructions regarding provider information not in the Emergency Information from procedural notes to the body of the procedure. Moved instructions regarding non-printing comment for refusal to perform read back from procedural notes to body of procedure. Updated procedural notes regarding unprofessional behavior or failure to read back results to include documenting in rL6 incident reporting system. Updated procedural notes regarding critical value results on non-ordered assays to include assays other than hematology.
3.0		Updated procedural notes with hematology/oncology critical value notification rules and table of comments.
4.0		Added a note regarding Ehrlichia/Babesia by PCR on outreach/clinic patients. Updated Scope to specify documentation in the Cattails LIS – excluding Transfusion Medicine documentation in SafeTrace. Blocked PHI. Approval by Quality Manager for PHI removal.
5.0		Obscured PHI, approved by Quality Manager for PHI removal – disregard comment in 4.0. Version hx table does not match version hx in DCS.
6.0		8/19/19 Updated scope – removed Division of Lab Medicine and replaced with MFLD Lab service line. Updated logo. Fix versioning issue and adding Dr. Fritsche for approval.
7.0		11/25/19 Added second bullet point in Procedural Notes to include the use of “CALL” comment
8.0		4/20/20 Added to Procedural notes: For after-hours Mayo ‘Semi-Urgent Results’ please fill out Result Verification Form and put in Customer Services In basket to be called next business day  Norovirus GI/GII Positive Semi-Urgent Result. MCR Reference Value Negative
9.0		7/30/20 Added to Procedural Notes: Critical blood gas results for OR patients: <i>Hospital and ASC</i> ○ No notification required as results are monitored in the electronic medical record inside the OR room. Document with CRVN.

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10.0		Added to Procedural Notes: Critical blood gas results for MMC-Marshfield OR patients: <i>MMC-Marshfield Hospital and ASC</i> No notification required as results are monitored in the electronic medical record inside the OR room. Document with CRVN.
11.0		5/5/21 Removed note from Procedure Step 7 NOTE: <i>Hospital staff are required to provide full name (first and last name); Clinic staff and staff from Outreach facilities are only required to provide their first name, however, we do need to ask for first and last name.</i>
12.0		8/24/21 Added note to Semi-urgent Mayo results. (Exception: if patient is an in-house hospital patient results should be called immediately.)
13.0	K. Koziczowski, A. Hook	- Updated terminology to Cerner - Updated screenshots to Cerner applications - Updated instructions for critical values to be called next business day from /CALL workflow to manual printing of patient report and placing in Customer Service in basket. - Added link to Test Reference Manual site for contact information
14.0	A. Ebben	Added note to “Critical blood gas results for OR/surgery patients” only for MMC-Marshfield Move procedure notes regarding expected call within 30 minutes to procedure. - Added “from the time the test result is available.” Added instructions for ED/Inpatient vs Outpatient/Client encounters. For inpatient/ED encounters - Added instructs for using Connect Messenger Application - Added steps to call department floor or provider if no Connect messenger info. or RN is not available. For Outpatient/Client encounters - Moved procedure step to contact manager for assistance to procedure section. - Added “Note: If you are unable to locate provider/client information, email add/update requests to mcl.lab.orsupport@marshfieldclinic.org.” Added comment (Refer to Critical Value Policy) for Procedure note regarding “Non-numerical results are expected to recognize the critical values obtained from these tests” Removed retired Process document from Related documents, Added Result Verification Form Moved WPT table to beginning of procedure note section. Moved “Anaplasma/Ehrlichia...” note from procedure to result note. Reformatted critical value documentation procedure steps. Moved procedure note to procedure regarding detailed information on documentation if you are unable to reach the provider, or if notification request if for next business day. Added information required for proper “read back.” Added Editor column to History Records
15.0	A Hook	Added critical value information in Remisol Added bullet points below to Procedure Notes - Critical Values for Off Hours Clinic patients (5 PM to 8PM) - Lab personnel calls Nurse Line by dialing extension 9-5976 during the hours of 5 PM to 9 PM daily; during the hours of 9 PM to 8 AM dial 1-800-782-8581 and ask for the Nurse Line RN <i>Applies only to MCHS clinic locations</i> - Employee Exposure Reactive HIV notification - If Expose Reactive:

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		a. During normal business hours Monday through Friday 8am – 4pm: Call Employee Health RN 715-387-7081 press option 1 b. After Hours contact Hospital Supervisor
16.0	A Hook	Removed Procedure Notes below – added to Critical Value Policy as condition - Employee Exposure Reactive HIV notification - If Expose Reactive: - During normal business hours Monday through Friday 8am – 4pm: Call Employee Health RN 715-387-7081 press option 1 - After Hours contact Hospital Supervisor - Critical blood gas results for MMC-Marshfield OR patients: <i>MMC-Marshfield Hospital and ASC</i> - No notification required as results are monitored in the electronic medical record inside the OR room. Document with CRVN. Added: Critical Values for Off Hours Clinic patients (5 PM to 8 AM) - Lab personnel calls Nurse Line by dialing extension 9-5976 during the hours of 5 PM to 9 PM daily; during the hours of 9 PM to 8 AM dial 1-800-782-8581 and ask for the Nurse Line RN - See Critical Labs Management After Hours Process-Nurse Line for more details - Applies only to MCHS clinic locations/providers Added: Anticoagulation Services/Coumadin Clinic available M-F 7am to 5pm, Sat 8am to 1pm, & holidays 8am to 12pm Updated form 'For after-hours Mayo 'Semi-Urgent Results' please fill out Result Verification Form' to 'For after-hours Mayo 'Semi-Urgent Results' please fill out Off Hours Reference Lab Communication Form' Added Procedure Note: - If critical value is discovered and needs to be confirmed by secondary site, preliminary result should be called and documented. Secondary call is not needed.
17.0	A. Ebben	No changes to content. Approval workflow initiated for new Lab Director of MMC- Park Falls, Dr. Lily Manon.
18.0	B. Bulgrin	Added information to Purpose about significant values for Micro/Mol Path. Added "Procedure – Microbiology/Molecular Pathology" to differentiate "critical" versus "significant" and highlight other differences in documentation within procedure. - Added "CALL2" to Procedural Notes. - Added blood culture SOPs to Related Documents.
19.0	A Hook	Added DAT testing call to information process For Direct Access Testing (DAT prefix) - M-F 8am to 5pm: notify the patient directly. Patient phone number is located in Patient Demographics within Cerner apps or Patient Information in Powerchart. - Use script "Hello, this is _____ calling with Marshfield Laboratories. We have critical lab results to share with you today. We recommend that you immediately follow-up with your Primary Care Provider or seek medical care at your closest Urgent / Emergency care Facility." - Off hours 5pm to 8am notify Nurseline by dialing extension 9-5976 or 1-800-782-8581 and ask for Nurseline RN Removed Procedural Note (doesn't apply with Cerner): - Laboratory computer test files have been set up to recognize the numerical critical values. The tech is notified by a 'C' flag and red colored result. Techs performing tests

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		with non-numerical results are expected to recognize the critical values obtained from these tests (Refer to Critical Value Policy). These tests also require prompt notification to the ordering provider or the appropriate patient care personnel.
20.0	A. Ebben	No changes to content. Added origination date to properties. No approval required, DCS administrator override.

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