

**CONWAY REGIONAL MEDICAL CENTER
CLINICAL LABORATORY**

CRITICAL VALUE REPORTING

POLICY:

A critical or panic value is any value defined by the Medical Director to be outside the normal range for the patient's age and sex for which lack of intervention and control may result in harm to the patient. Conway Regional Medical Center Laboratory staff shall directly contact a licensed nurse or physician when a critical value is noted upon patient testing.

PROCEDURE:

Inpatient Procedures:

1. Lab will verify all critical clinical results according to department specific procedures.
2. If the critical results are verified, the lab will call the patient's nurse to verify the validity of the sample.
3. A redraw may be requested of the nurse to confirm the results.
4. Once confirmed, critical values will be directly communicated to the patient's nurse who will be asked to read back the critical values to the technologist to verify correct communication.
5. If the patient's nurse is unavailable, the lab will contact another RN on the unit.
6. It will be the responsibility of the nurse to contact the physician to convey the critical value and request orders.
7. **Critical values will not be communicated to a non-licensed individual.**

Outpatient Procedures:

1. Lab will rerun all critical clinical results.
2. During clinic hours: A licensed nurse in the clinic ordering the studies will be contacted with the name of the patient, the critical value, and the name of the attending physician. The nurse or physician will be asked to read back the critical value to the technologists to confirm correct communication.
3. It will be the responsibility of the nurse to contact the physician to convey the critical value and request orders.
4. After clinic hours: The lab will call the hospital operator and ask that the attending physician, as listed on the patient's order, or whomever is taking call for that service, be paged.
5. All examples of non-response to pages will be documented in the body of the patient report.

Note: Critical values will not be communicated to a non-licensed individual. The hospital operator maintains a list of all on-call physicians for each service.

All critical value calls require a read back of critical values to technologist confirm correct communication.

Documentation

Lab personnel will document all calls and attempts to call with the following information:

- a) Name and location (if applicable) of physician and/or nurse called or paged.
- b) Time the physician/nurse was called or paged.
- c) Time of response and documentation of read back of critical value.
- d) Resolution if applicable.

Refusal to accept critical values by the appropriate MD or RN will result in a variance filed by the Laboratory.

PREPARED BY: Marianne S. Welch

Rev – 3/31/05

APPROVED BY: _____ DATE _____
(Medical Director)

APPROVED BY: _____ DATE _____
(Clinical Director)