Receiving Critical Lab Results

Critical results of tests and diagnostic procedures fall significantly outside the normal ranges and may indicate a life-threatening situation. When the lab calls the clinic with a critical lab result, the results must be taken by an MA, LPN, or RN. The receiver of the result must write the results down, read them back to the lab personnel to ensure accuracy, verbally report the results to a provider, and document a Critical Lab Value task in the patient chart. Provider notification and task documentation must be completed within 30 minutes of receipt of the critical results.
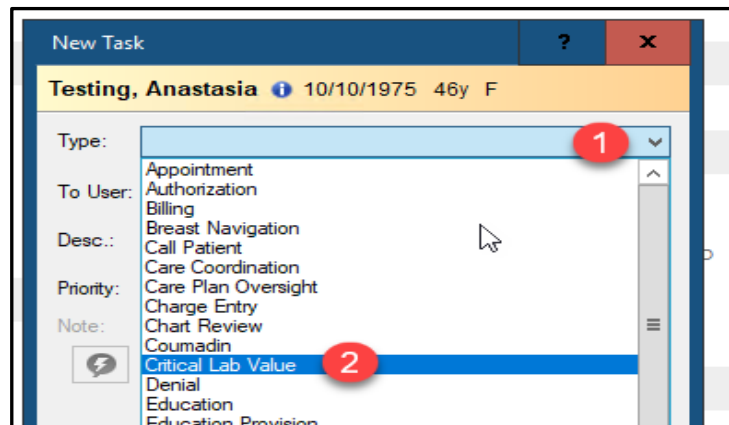
Documenting Critical Results

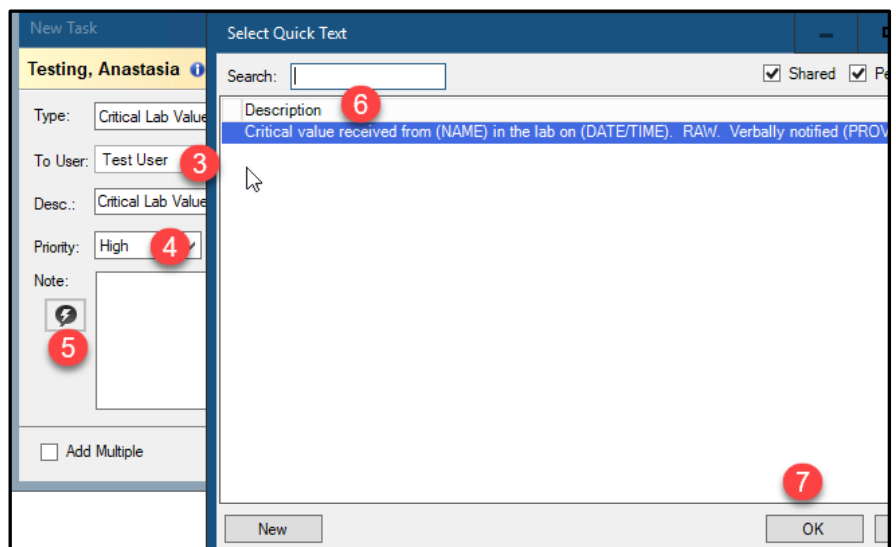The following information needs to be documented in a Critical Lab Value task:

1. Critical lab result.
2. Date and time, and name of lab personnel who called to notify the office of critical result and RAW (Reread as Written- Joint Commission safety check).
3. Documentation that the provider was verbally notified of the critical value.
4. Date and time that provider was notified of the critical result.

When creating the task on the patient chart:

1. Click on the Task Type caret.
2. Choose Critical Lab Value.

3. Dependent upon the instruction received by the provider, assign the task to yourself or the provider.
4. The Priority will default to High.
5. Click on the Quick Text icon.
6. Highlight the Quick Text.
7. Click OK.

8. Verify the task is being documented on the correct patient chart.
9. Edit the verbiage filling in:
    A. Name of the lab personnel who called in the result.
    B. Date and time the result was received from the lab.
    C. The provider who was notified.
    D. The date and time the provider was notified.
    E. The critical lab results.
10. Click Save.
11. The task will appear on the assigned user's task list for further action as instructed by the provider.

New Task

Testing, Anastasia 10/10/1975 46y F

Type: Critical Lab Value
To User: Test User
Desc.: Critical Lab Value
Priority: High   Due: 08/08/2022
Note: Critical value received from (NAME) in the lab on (DATE/TIME). RAW. Verbally notified (PROVIDER) at (DATE/TIME) of (RESULT).

☐ Add Multiple   Save   Cancel