

OFFICE POLICY AND PROCEDURE

CHECKLIST #2

TRACKING TEST RESULTS

The receipt and review of test results are important aspects of patient care and safety in physician practices. Tests may not be completed or results may be lost, overlooked, or not received, leading to potential delay in diagnosis and subsequent liability exposure. Follow-up procedures should be an integral part of your practice and can help ensure that patients obtain the necessary testing, as ordered, and that results are received, reviewed and properly addressed.

	YES	NO
1. Patients are informed about the indications for test(s) and this conversation is documented in the medical record.	<input type="checkbox"/>	<input type="checkbox"/>
2. A follow-up system has been implemented in the practice to ensure patients have undergone the recommended test(s) and the results have been received by the office.	<input type="checkbox"/>	<input type="checkbox"/>
3. The follow-up system allows us to track the following information: patient name, name of test(s), test(s) order date and the date the results were received.	<input type="checkbox"/>	<input type="checkbox"/>
4. The medical record indicates the date the provider reviewed the test(s) results.	<input type="checkbox"/>	<input type="checkbox"/>
5. Providers are responsible for notifying patients of significant test results. This is documented in the patient's medical record.	<input type="checkbox"/>	<input type="checkbox"/>
6. Follow-up is performed when patients have not undergone the recommended test(s). This may include by telephone, by mail and/or electronic communication through the patient portal. All attempts to reach the patient are documented in the medical record.	<input type="checkbox"/>	<input type="checkbox"/>
7. A follow-up mechanism that utilizes the same process is also in place to track consultations.	<input type="checkbox"/>	<input type="checkbox"/>