

**Date:** April 15, 2014  
**To:** Physicians, Nursing, Pharmacy,  
**From:** AHS Laboratory Services  
**Re:** Standardized Critical and Notifiable Result Laboratory Processes

---

## PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

---

### Key Messages:

- AHS Laboratory Services has established standardized practices for the communication of Critical and Notifiable results to provide consistent patient care and to comply with accreditation requirements.
- Effective **May 1, 2014** laboratory personnel will be utilizing policies and processes that will impact you in the following ways.

### Why this is important:

- **Verbal notification of critical results within 60 minutes of being identified must be made directly to the appropriate responsible care provider by authorized laboratory personnel at the testing site.**
- If contact with the responsible care provider cannot be made within 60 minutes of Critical Result verification. Then
  - Critical result reporting will be passed to the Laboratory Medical / Scientific staff.
  - A letter will be sent to ordering practitioner/physician to communicate issues and resolve any contact information discrepancies.
  - This process is in alignment with the College of Physicians and Surgeons of Alberta Standards 24 & 32 and with laboratory accreditation standards.
- **Read back of results is required when results are communicated verbally.** The name (minimum first initial and last name) or unique ID of the caller and the recipient and the date and time must be documented in the Laboratory Information System (LIS) or on patient report.
- **Sexual Interference Comment** - The following comment will appear on the patient's test report when results may indicate sexual interference with a person less than 16 years of age.
  - "This result needs to be interpreted with other clinical information to determine if investigation by Alberta Children Services is warranted. It is the ordering physician's responsibility to notify regional offices or the Provincial Child Abuse Hotline (1-800-387-5437) if indicated."This is in compliance with the following:
  - Canadian Criminal Code, Tackling Violent Crime Act (Bill C-2), May 1, 2008.
  - Child Abuse and Intervention Website (Government of Alberta, Alberta Human Services)  
<http://www.humanservices.alberta.ca/abuse-bullying/14841.html>
  - CPSA Laboratory Accreditation General Standards

### Action Required:

Documents will be effective **May 1, 2014** requiring:

- those ordering lab tests to be available (or make arrangements for coverage) to receive critical results.
- the responsible care providers taking critical results will be required to provide their name and perform read back of the information received.

### Inquiries and feedback may be directed to:

Dr. James Wesenberg, Provincial Medical/Scientific Director, AHS Laboratory Services, at: 403-343-4723 or by email at: [james.wesenberg@albertahealthservices.ca](mailto:james.wesenberg@albertahealthservices.ca)

### This bulletin has been reviewed and approved by:

Dr. James Wesenberg, Provincial Medical/Scientific Director, AHS Laboratory Services  
Dr. Raymond Lai, Medical Director, *DynaLIFE<sub>Dx</sub>*