

Date: June 27, 2011

To: South Zone East – All Physicians

From: AHS Laboratory Services – Medicine Hat Regional Laboratory
Hematology

Re: White Blood Cell (WBC) Critical Values Notification

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Messages:

- Effective, July 15, 2011, the protocol for phoning of critical WBC results to the ward or physician office is changing. The laboratory will call WBC counts of greater than $30 \times 10^9/L$ on the first occurrence only.

Why this is important:

- Currently, all WBC counts greater than $30 \times 10^9/L$ are called to the ward or physician office. This often results in repeat phone calls for patients with a known leukemia or infection.
- To reduce the number of repeat calls on patients with known high WBC counts, the laboratory will call WBC counts of greater than $30 \times 10^9/L$ on the first occurrence only.

Action Required:

- Please notify staff of changes to critical value protocol.

For inquiries and feedback:

Please contact Jacquie Hess by telephone at 403-529-8830 ext 1232 or by email at Jacquie.Hess@albertahealthservices.ca

This bulletin has been reviewed and approved by
Dr. Michael O'Connor, Zone Clinical Dept. Head (Co-Lead) Laboratory South Zone
Clinical Department Facility Chief – Medicine Hat Regional Hospital