

## **Critical Values (Results) POLICY NUMBER: CHS-QPS-016**

**Highlights** from Critical Values Policy and Secure Texting: Please read the policies for more DETAIL.

Use of 'secure chat' features inside the EMR may be used to make contact with a provider. See policy entitled '**Secure Texting**' CHS-IT-SEC-46.

Critical Values should be reported to a **Provider within 60 minutes** from the time the result is obtained.

### **5. A. MHB, SJC, KMH, MSMH**

- In cases where the Provider cannot be reached within a reasonable period of time (generally no longer than 60 minutes) the appropriate **Nurse Manager / Nursing Supervisor** should be notified. The **House Physician should also be notified**.

7. The RN will document the date and time of all calls placed to the Provider, the time the calls were **returned**, a description of the information communicated to the Provider and **the actions requested by the Provider**.

8. If the Provider is immediately available, is already aware of or accepts communication of the results **he/ she is responsible for documentation as appropriate**. This may be in the form of **orders**.

9. The provider is responsible to communicate the critical value results to the patient or guardian as appropriate.

### **'Secure Texting' CHS-IT-SEC-46.**

Clinical management

a) STS regarding patient clinical management must be documented in the medical record. Include the date and time of communication and the response.

b) If a **response** to a STS message is **not received** within **60 minutes** another means of contact must be initiated immediately.

c) If a question cannot be clarified with two STS exchanges, the messaging user will cease use of STS and contact the recipient to clarify the message verbally.

**Orders:** Secure Text messaging is **expressly prohibited for orders**. Provider to follow an approved order entry process including CPOE or verbal order entry.

### **Critical Test Results Reporting:**

a) A read receipt is **not** confirmation that the recipient has read the message and is able to act on it.

c) According to critical value policy a response **is required in 60 minutes, therefore if no STS response in 30 minutes, a telephone/page must be placed to the provider.**