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**General Operating Policy: Newberg School-Based Health Center
Abnormal Laboratory Results**

Purpose

To ensure prompt communication of abnormal laboratory results to the care provider and patient.

Policy

Lab results outside of normal reference ranges will be automatically flagged in Epic for quick visual identification during daily inbasket review by an assigned medical provider. Critical results (values defined by laboratory "Critical Values" policy) will be called immediately upon resulting to a clinical staff member at the SBHC by Providence lab for escalation to medical provider and determination of next steps. Patient notification of abnormal labs will take place as soon as possible after the provider has been made aware.

Procedure

- A. All abnormal lab results will be reviewed by a medical provider within twenty-four hours of final result in Epic.
- B. After provider review, and when clinically indicated, patient will be contacted by clinical staff with follow-up instructions or to escalate care as dictated by provider review of result.
- C. If unable to reach the patient after three separate attempts by phone, encounter will be closed.
 - a. If delay of notification would cause possible harm to patient, patient's emergency contact will be called. Request will be made to emergency contact for patient to contact SBHC immediately if patient opted for result to be confidential, without disclosing any protected health information.

Stakeholders

Providence Oregon Medical Group – Access Strategies

Providence Behavioral Health Services

Newberg Public Schools

Oregon Health Authority, Oregon School Based Health Centers

Yamhill County Public Health

List Cross-References

PH&S Oregon Region, General Operating Policy: Critical Value Notification (PolicyStat ID: 9502868)