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Effective 10/2022
Next Review 10/2024

General Operating Policy: Newberg School-Based Health Center
Confidentiality of Laboratory Results

Purpose

To maintain patient confidentiality when communicating protected health information, including but not limited to, laboratory results. This encompasses prioritizing patient preference when sensitive results are released, and patient is a minor.

Policy

Lab results will be automatically released via Epic EMR as they are processed by Providence lab and the SBHC will maintain confidentiality when able and appropriate. Patients will have immediate access to these results via MyChart patient portal. Parents/guardians of patients ages 12-17 with proxy access to the patient will not be able to view results to protect confidential health information.

Procedure

- A. In accordance with the patient confidentiality policy, minors over the age of 12 who have the right to legally consent for themselves in Oregon will be asked whether they would like to have sensitive results released to their parent/guardian for any visit that is deemed confidential.
 - a. If patient would like parent/guardian to be able to view result and parent/guardian has MyChart proxy access, a separate message with the result will be sent via MyChart once reviewed by a medical provider.
 - b. If patient opts to keep test results confidential, documentation of the patient's preference will be noted in the medical record. A phone call to the patient's desired phone number will be placed communicating test results upon review by a medical provider.

- B. Results will be reviewed by an assigned medical provider daily in the Epic inbasket and communication to the patient, parent or guardian may be delegated to an appropriate staff member.
- C. Patient-specific information, including lab results, will not be left on a voicemail message unless patient has given instructions to do so on an identified phone number for that specific encounter.

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)

ORLS Clinical Operations, General Operating Policy: Critical Value and Test Reporting Procedure (PolicyStat ID: 9946796)