PURPOSE: To ensure patients know how and when lab test results will be available

POLICY: Patients will be instructed when lab results will normally be available and how they can receive them.

PROCEDURE:

1. Patients will be told the usual turn-around-time for the tests being done. Known circumstances which may delay results will be conveyed.

2. Patients can get lab test results by appointment with a provider, by checking in to see a nurse, or by phone using the “Call Back for Results form. The patient can also access results on the Patient Portal.

3. Patients whose tests were ordered by outside providers will be told to contact that provider for results or results can be printed and given to the patient.

4. If a patient wants a copy of test results that were ordered by a provider sent to another provider, they must sign an “Authorization for Use/Redisclosure of Information” and the lab will fax those results.

5. Lawrence Memorial Hospital faxes results for pap smears directly to the Watkins Health Services lab. The ordering provider will send a secure message to the patient with results.