**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.

   1.1. Such circumstances include weekend or evening specimen collection after courier pick-up; insurance information needed for pap smears, early closings due to physical plant problems, instrument down, courier problems, etc.

2. Patients can get lab test results by appointment with a provider, by checking in to see a nurse--no appointment necessary, or by phone. Nursing staff can give out copies of recent lab results.

3. Patients who want to phone in will be given the "Call Back for Lab Results" form with the message desk number.

4. Patients whose tests were ordered by outside providers will be told to contact that provider for results.

5. If a patient wants a copy of results of a test ordered by an outside doctor mailed to themselves, they must sign an “Authorization for Use/Redisclosure of Information" and the lab may then mail the results.

6. Lawrence Memorial Hospital mails normal pap smear letters to patients SHS providers will select the letter to be sent in abnormal cases. The Gynecology department mails the abnormal pap letters.

7. Results of Health Fair screening tests may be sent directly to the patient by the lab.