DLM Communication of an urgent result or a result which triggers further action

NHS Manchester University NHS Foundation Trust

Urgent result communication requested by phone
Trigger result requiring further action

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Normal reporting route activated as usual

Communication recorded:
1. Communication method
2. Date and time
3. Patient details
4. Result
5. Laboratory staff who called
6. Who took the call
7. Any problems in this process noted
8. Minutes of an MDT meeting will also detail these

Urgent cascade activated

Relevant laboratory staff will perform the communication to the clinical team through one or two of the following

Bleep holder notified to call the laboratory
or
Phone call to ward/clinic/GP/consultant
or
Email consultant to consultant- May only be an alert to say a report is available
or
Verbal communication at an MDT meeting
or
Infection control alerted
or
Special circumstances safe haven fax

Escalation of the communication of an urgent result maybe instigated after the laboratory has made three attempts to phone the result

Fail safe:
Laboratory must know the correct details of the clinical team to enable communication. For example this may be the ward the patient is on or the correct details of the bleep holder. ICE must be updated with the correct location of the patient, and the correct consultant. The correct episode for the patient must have been selected in ICE.

| Routine | Trigger activated | Additional actions | Fail safe |