

MCL Critical and Semi Urgent Value

Purpose

Mayo Clinic Laboratories (MCL) has a defined list of critical and semi-urgent values. This document outlines the operational policy associated with MCL client notification of critical and semi urgent values. It applies only to testing performed at Mayo Clinic on site, clinical laboratory locations.

Definitions/Acronyms

- Critical value/result: A value that represents a pathophysiological state at such variance with normal (expected value) as to be life threatening unless something is done promptly and for which some corrective action should be taken.
- Semi urgent result: Mayo Clinic defines semi-urgent results or findings as a value which can be unexpected or ambiguous, that does not pose an immediate health threat but has near-term severe health consequences if not acknowledged and/or treated.
- MLI: Mayo Laboratory Inquiry

POLICY STATEMENT

Critical Values

- MLI will attempt to reach the designated laboratory contact via phone within 60 minutes.
- If unable to reach the designated laboratory contact within 60 minutes, the call will be attempted 1x the next client business day.
Note: Message Center automatically alerts the client and provides an electronic acknowledgement of receipt. It will be considered the primary notification method if unable to reach a laboratory the same day within 60 minutes via phone. Clients not on Message Center will be notified by fax transmission or secure email *with receipt confirmation*.

Semi Urgent Values

- Electronic notification will be the primary method of communication.