

Semi-Urgent Results Policy

PURPOSE

This policy describes the responsibilities for determining results reported by the Mayo Clinic Laboratories (MCL) fulfill the criteria for semi-urgent results and describes the processes for notification, read-back and report documentation of those results.

DEFINITIONS

SEMI-URGENT: A result or finding, 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.

POLICY STATEMENTS

SEMI-URGENT RESULTS

1. **Notification:** The laboratory has procedures for notification of a physician (or other clinical personnel responsible for the patient's care) when semi-urgent results of designated tests are obtained that are important for prompt patient management decisions.
2. **Read-Back of Semi-Urgent Results:** When semi-urgent results are communicated by phone, there is a "read-back" of unique at least 2 patient identifiers (name, date of birth, medical record number, or unique patient numeric identification) and the results is requested and documented.
3. **Documentation:** Records (date, time, responsible laboratory individual, person (full name) notified, and test results) must be maintained showing notification of the appropriate clinical individual after obtaining semi-urgent results.