

Mayo Clinic Laboratories Semi-Urgent Results Policy

PURPOSE

This policy outlines the responsibility for establishing those laboratory results that are determined to be semi-urgent in nature.

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. Semi-urgent results will be held between the hours of 5:00p.m. and 8:00a.m. local time. Any held semi-urgent results will be called after 8:00a.m. local time.
2. **Read-Back of Semi-Urgent Results:** When semi-urgent results are communicated by phone, there is a “read-back” of at least 2 unique 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.

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.