ELECTRONIC PATIENT RESULTS

eDOCSNL
ELECTRONIC MEDICAL RECORD

Turning off Paper Results Distribution

Remediating patient electronic result(s) received in error

In the event that patient results are sent to the incorrect EMR or sent to the correct EMR, but incorrect provider, please take the following steps to remediate the situation:

Scenario #1: Results sent to an EMR in which the patient does not exist (i.e. incorrect EMR Instance).

In the case of an unmatched patient, the **staff/reconcile user** will:

- Identify the unmatched patient.
- Open the patient chart, preview the patient in the task bar and print the result(s).
- Record a note in the 'Note/Instructions' section in the task bar to indicate the result was received in error and faxed back to the sending regional health authority (RHA). Press save to return to the reconcile window.
- Once printed, delete the record from the local EMR.
- Fax the result(s) back to the sending RHA (indicate the clinic received the result in error on the cover page).
- If the contact information for the ordering provider designated on the result is known, please make every effort to have the result directed to the ordering provider.
- If the result(s) are an unauthorized disclosure of information, the originating RHA will investigate as per its privacy & security policies and procedures.

Scenario #2: Results sent to the correct EMR instance but to the incorrect provider.

If results are incorrectly assigned to a provider within the same EMR clinic:

The **provider** who received the patient result in error will:
- Assign the result(s) back to the clinic's staff/reconcile user.

The **staff/reconcile user** will:
- Open the patient chart, preview the patient in the task bar and print the result(s).
- Record a note in the 'Note/Instructions' section in the task bar (indicate result(s) were sent to incorrect provider).
- Assign the result to the correct provider within the clinic.
- Fax the printed copy of the result(s) back to the sending RHA:
    - Add a note to the cover page stating that the attached result was directed to the incorrect provider.
    - Also note that the result has been redirected to the correct provider within the clinic.

RHA Contacts

Central Health All Sites **Fax: 709-256-5674**	**Eastern Health** All Sites **Fax: 709-777-5507**	**Western Health** All Sites Fax: 709-637-5061	**Labrador-Grenfell Health (South)** Fax: 709-454-2194 (St. Anthony, White Bay, Strait of Belle Isle & Labrador South Health)	**Labrador-Grenfell Health (North)** Fax: 709-944-4670 (Lab City & Churchill Falls) Fax: 709-897-2159 (All other sites including the coast & Goose Bay)

For further assistance, contact the NLCHI Service Desk at 709-752-6006 or email service@nlchi.nl.ca.