

RECORDS MANAGEMENT WITHIN EMR: PROCEDURE TO REMEDIATE PATIENTS ELECTRONIC RESULT(S) RECEIVED IN ERROR

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PURPOSE

To define the procedure for instances if/when eDOCSNL users in Newfoundland and Labrador receive electronic patient results in error in their EMR. This includes unmatched patients falling to the reconcile user and those results incorrectly assigned to a provider within an EMR clinic, where the patient already exists for another provider.

SCOPE

This procedure applies to all eDOCSNL users in Newfoundland and Labrador who receive electronic patient results in error in their EMR.

DEFINITIONS

Electronic Results-Electronic interfaces configured between the Med Access EMR and regional Service Providers enable the automatic delivery directly into the patient's chart in the EMR of Lab and Diagnostic Imaging (DI) results and hospital Transcribed Reports, e.g., Discharge Summaries, Operating Room (OR) Reports, etc. Collectively, these documents are known as 'electronic results'.

Reconcile User - This role manages the assignment and reassignment of incoming unmatched results/reports and unmatched tasks.

Unmatched Patient: A situation in which the patient demographic information attached to a result(s) does not match to any patient chart within the EMR instance.

Unconfirmed Result - A result(s) that is delivered to an EMR that does not match to the Health Care Number or a Provider of the clinic.

RESPONSIBILITY

The staff/reconcile user of the EMR is responsible for redirecting the electronic patient result(s) back to the sender in accordance with this procedure.

It is recommended that, in order to fulfil the medicolegal and professional obligations associated with receipt of results, users receiving misdirected results make reasonable efforts to ensure that they are redirected to the appropriate provider, when contact information for the provider is known.

PROCEDURES

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

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

- a. Identify the unmatched patient;
- b. Open the patient chart, preview the patient and print the result(s) (all on the task bar);
- c. 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 RHA (press SAVE and it will return to reconcile window);
- d. Delete the record from the local EMR;

- e. Fax the report(s) back to the sending RHA (numbers listed below) with a note on the cover page stating the clinic received the result in error;
- f. If the contact information for the ordering provider designated on the result is known, efforts should be made to have the result directed to the ordering provider
- g. If results 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 wrong provider.

In the case of results incorrectly assigned to a provider within the same EMR clinic:

- a. The provider receiving the patient result in error shall assign the result(s) back to the staff/reconcile user of the clinic.
- b. The staff/reconcile user shall open the patient chart, preview the patient in the task bar and print the result(s).
- c. Record a note in the Note/Instructions section in the task bar, indicating the result(s) was sent to the wrong provider within the clinic.
- d. Assign the result to the correct provider within the clinic.
- e. Fax the printed copy of the result(s) back to the sending RHA (listed below) with a note on 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.

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

- If you need further assistance, please call the NLCHI Service Desk at 709-752-6006 or email service@nlchi.nl.ca.