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

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eDOCSNL
ELECTRONIC MEDICAL RECORD

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 exactly match to a patient chart or the case of a duplicate MCP or patient within the EMR instance.

Unconfirmed Patient: A situation in which the patient does not exist in the EMR and needs to be reviewed and confirmed to make patient chart active in EMR instance.

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

Unconfirmed Result – A results(s) that is delivered by which the provider of the clinic is attached but no patient chart exist in the EMR.

RHA: Regional Health Authority

RESPONSIBILITY

In EMR clinics a user will be designated as responsible for redirecting the electronic patient result(s) back to the sender in accordance with this procedure (i.e. a "reconcile user"). It should be noted that it is ultimately the ordering provider's responsibility to follow up on their results.

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.

Scenario 1: eResults are sent to an EMR in which the patient does not belong to a provider of that clinic and is not in the circle of care

In the case of an unmatched patient result that is received in error, the staff/reconcile user shall:

    a. Identify the unmatched patient

    b. Open the patient result;

        i. Preview the patient result;

        ii. Right click on the menu icon

        iii. Select View Full Message;
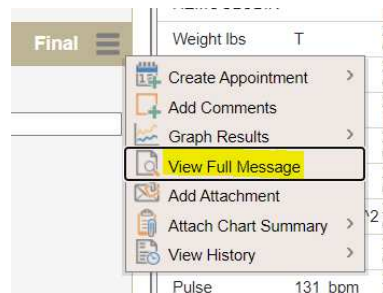
        iv. Identify why result was received by identifying **Patient Visit (PV1)**, providers name or clinic EMR mnemonic listed

        v. Identify which Health authority delivered the result (6th section from top named; **Observation Result Listing (OBX);** Make note for steps below.

        vi. Exit screen and return to result

    c. Record a note in the Note/Instructions section on the task 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. Open patient's chart on the Demographic tab

    e. If consistent with organizational policy, delete the record from the EMR;

        i. On demographic page, change Patient Status to deleted

        ii. Remove the Primary Identifier Number (e.g. MCP)

        iii. Update and close window

f. 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 with the details noted from Step B (iii).

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.

    h. Open the patient result (see details in Scenario 1);

        vii. Preview the patient result;

        viii. Right click on the menu icon

        ix. Select View Full Message;

        x. Identify why result was received (3rd section from top named: **Patient Visit (PV1)**, providers name or clinic EMR mnemonic listed

        xi. Identify which Health authority delivered the result (6th section from top named; **Observation Result Listing (OBX);** Make note for steps below.

        xii. Exit screen and return to result

b. 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.

c. Assign the result to the correct provider within the clinic.

d. 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: 709-944-9315 (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 info@edocsnl.ca.