

CLINICAL MICROBIOLOGY

The Clinical Microbiology Laboratory Will No Longer be Sending a Companion Fax to WRHA Emergency Departments/Urgent Cares Following the Telephone Call for Critical Results**Date: July 19, 2023**

As of August 1, 2023, Shared Health Clinical Microbiology Laboratories will only be communicating critical results to Emergency Departments/Urgent Cares by telephone. **The companion fax copy of the critical result will no longer be sent.** A safe and effective communication process has been created that standardizes reporting of critical lab values from the lab to ED/UC by using the *Emergency/Urgent Care Laboratory Reporting Form*.

The information provided in the telephoned critical result is immediately available in the electronic patient record (EPR, eChart).

When a critical result is telephoned to an Emergency Department/Urgent Care it is a Clinical Microbiology Laboratory accreditation requirement to document the first and last names of the person receiving the message as well as requesting the results to be read back to ensure clarity of communication.

The Emergency Department/Urgent Care, as the ordering location, is still required to accept the telephoned result and to convey the message to the patient when discharged or to the appropriate staff member at the location where the patient has been transferred. The requirement to notify the appropriate staff member at the patient's transfer location would only apply if the patient was not admitted under the same encounter number such as patient admitted to another facility. If the patient is admitted under the same encounter number, the Clinical Microbiology Laboratory would call the new location directly, not the Emergency Department/Urgent Care.

Contact Information:

Dr. Philippe Lagacé-Wiens, Medical Microbiologist, Clinical Microbiology, Shared Health, 204-237-2483, plagacewiens@sharedhealthmb.ca

Dr. James Karlowsky, Medical Director, Clinical Microbiology, Shared Health, 204-237-2105, jkarlowsky@sharedhealthmb.ca

Joelle Carlson, Technical Director, Clinical Microbiology, Shared Health 204-237-2073, jcarlson@sharedhealthmb.ca