

Results, reports and clinical correspondence

JSC Practice policy

All incoming electronic or paper patient documentation is reviewed and initialled (or the electronic equivalent) in a timely manner by the GP and incorporated into the patient health record.

JSC Practice procedure

All patients are asked to phone or make appointments for their results.

If in paper format our practice manages incoming pathology results, diagnostic imaging reports, investigation reports and clinical correspondence by date stamping them with the date received and place into the doctors' in-tray

Electronic results are viewed in the doctor's "in-box", and the viewing doctor adds appropriate notation. When no action is required they are then filed in the electronic record.

If action is required they remain in the "in-box" until dealt with, to remind the doctor if the patient does not make contact.

Patients are told to ring for results, but if this does not happen the doctor must endeavour to contact the patient in a timely way.

If the doctors need to speak to the patient about an electronic result they will enter a "*talk*" notation, or "*ok*" if no communication is required. Whoever speaks to the patient about the results must make an entry in the patient's history, and the doctor is intra-mailed that the results have been given.

Patients with abnormal results that require urgent attention will be phoned and given an appointment. These appointments should have a notation of "*make appointment urgently*". Patients should be advised of the usual policy for notifying them of results and other correspondence. This is done by:

- the GP and clinical staff verbally informing patients at the time of request
- the practice information sheet
- A notice in the waiting area
- Our practice also has a tracking system for pap smears and specialist referrals.