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| <b>Vermont Psychiatric Care Hospital Policy and Procedure</b> |                    |                          |
| <b>Communicating Critical Test Results</b>                    |                    |                          |
| Effective: August 2019  | Revised: July 2024 | Due to Review: July 2026 |

**POLICY**

To ensure safety in accordance with National Patient Safety Goal 02.03.01 as specified by the Joint Commission a critical test result shall be reported to an on-duty provider as soon as reasonably practical so that the individual can be assessed and treated promptly.

**DEFINITIONS:**


Critical Test Result: Result of a test and diagnostic procedure that falls significantly outside the normal range and may indicate a life-threatening situation.

**PROCEDURE**

The Central Vermont Medical Center (CVMC) provides contracted Laboratory and Diagnostic Imaging Services for the Vermont Psychiatric Care Hospital (VPCH). Critical test results for each of these services are defined by CVMC and the process for communicating these to VPCH is as follows:

1. CVMC Laboratory staff, in accordance with the contract, shall promptly communicate a critical result by telephone to a VPCH Registered Nurse (RN) or on-duty provider. Printing, faxing, or leaving a voice message does not suffice as communication of a critical result.
2. The VPCH RN receiving communication of a critical result shall as soon as reasonably practicable notify an on-duty provider and complete and document an assessment of the individual.
3. The length of time from the recognition of the critical value by the CVMC laboratory staff until the notification of the VPCH provider shall not exceed one hour.

Critical value turn-around times shall be monitored by the VPCH Quality Department.

| Approved by   | Signature   | Date      |
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| Emily Hawes<br>Commissioner<br>Vermont Department of<br>Mental Health |  <p>DocuSigned by:<br/><i>Emily Hawes</i><br/>C50275615A62462...</p> | 8/13/2024 |