

## Immediate Results Release FAQs

Is there a way for the ordering clinician to be notified about a result that I'd like to know as soon as it is available?

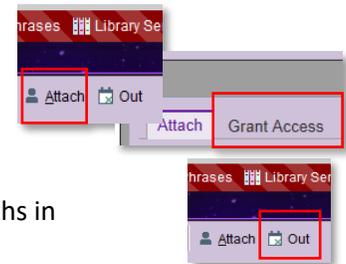
Epic's Haiku mobile phone application can be used to push notifications when a result becomes available in the chart. If you would like a result of important nature be pushed to you, click on the **"Bell"** icon at the time of ordering a test. An active YNHHS Haiku access is required with at least one log in in the previous 45 days.



What if I (the clinician) am not in the office on all business days?

Have a colleague or staff member watch your inbasket on days you are not in the office by **"Attach"** and **"Grant Access"** to them.

When you go away for that well-deserved vacation, make sure to assign your Epic inbasket coverage for the duration of your time off. This can be done months in advance by clicking the **"Out"** button from the inbasket.



Where can patients get additional information about their results?

Results section in MyChart allows patients to link to Medline Plus with a single click. This **"About This Test"** is a reliable source of patient-friendly clinical information rather than patients searching the internet for information.



Where can patients be directed to find more information about minor abnormalities such as borderline results vis-à-vis the reference range from lab?

Lab will often provide comments about reference range and interpretation of results. These comments will be visible to patients in MyChart. In addition, patients can access Medline Plus directly from within the results page of MyChart. The link takes them directly to information about the test highlighted in the search.

What if patient requests or ordering clinician determines that patient should not view results without clinical conversation?

A new section is being added to all diagnostic test orders about releasing the result to patient portal. The default will be set to release immediately. If you determine that patient seeing this result before your interpretation will cause harm, you can click the **"Delay Release"** button and answer the required questions. This delay selection is intended to be used on a case by case basis and should not be set as default to delay results.

How do I know that patient has already viewed the result?

Specimen Src	Priority	Status	Rslt. Released	Pt. Viewed
lood	Routine	Final result	Y	Y
lood	Routine	Needs to be Collected	N	N

**Labs tab** in chart review is the easiest place to show whether a result has been viewed by patient in MyChart or not.

MyChart result release activity in Epic also displays this information and can be found by typing MyChart in the search window.

What tools do nurses have to address some common questions that patients may have?

Nurses may get patient questions about their recently released lab results. In addition to directing patients to the Medline Plus link in MyChart, or to the attending clinician, nurses may continue to provide patient education material as appropriate.

Patient has already viewed results. Will patient get notified about my result note?

If patient has already viewed the results, you can still write a result note (to document your comments as part of the result for future). In addition, if you'd like to notify the patient, click the double arrows to add the same message to the MyChart comment box.



How can clinicians and practices prepare for patient messages about results that have not yet been reviewed by the ordering/authorizing clinician?

Setting expectations about what to expect in the results up front is helpful. You probably already review best and worst possible scenarios today. See clinician guide for additional helpful hints.

Do orders from an Order Only encounter appear on the AVS generated the same day in the same or different Epic department?

Use **orders only encounter** to avoid populating the AVS from that in-person visit; however, it will still be on the insurance statement