

WORK STANDARD	Name of Activity: Lab Service for Providers working in multiple clinics – Work Standard	
	Role performing Activity: Saskatoon Lab Operations / Physician and clinic staff	
	Location: Saskatoon	Department: Pathology and Laboratory Medicine
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Related Policies / Documentation – Form-362		

Work Standard Summary: How to submit specimens to Saskatoon laboratories for providers working in multiple clinics.

Essential Tasks:	
1	<p>Saskatoon Area Laboratory Policy:</p> <ul style="list-style-type: none"> • The Saskatoon Area Laboratory supports ONE location per care provider, to which all laboratory reports will be delivered • Care Providers may elect for delivery of Saskatoon Area Lab reports by one* of the following mechanisms: <ol style="list-style-type: none"> 1. Paper: printed and delivered to the afore-mentioned mailing address by either courier or mail 2. Paper: directly delivered to a printer located on the SHA network 3. Fax: directly delivered to a secure fax at your location 4. Electronic: transmission via HL7 message; facilitated by eHealth Saskatchewan; delivered to an Office Management System/EMR - <u>NOTE:</u> eHealth Saskatchewan can accommodate electronic report distribution to multiple Office Management systems/EMRs; however they are unable to discreetly separate and deliver reports at the clinic level (all results go to all systems) <p style="margin-left: 20px;">*The Saskatoon Laboratory Information System can accommodate one of the “paper print” (options 1,2 or 3) plus electronic transmission of results (option 4) at the same time, however <u>all results from all locations at which the care provider practices will be delivered by both mechanisms.</u></p> • Laboratory specimens for patients from a licensed provider order may be collected or dropped off at a community lab collection site in the city. • These specimens are delivered to St Paul’s Hospital Laboratory via courier. • All communication of test results will be back to the requesting provider (based on Lab computer system doctor file). <ul style="list-style-type: none"> ○ To <u>also</u> direct a paper copy of the patient report to an alternate clinic location or additional providers, it must be indicated as an additional copy on the requisition

2	<p>Care Provider Responsibility:</p> <ul style="list-style-type: none"> • To review the available report distribution options and communicate his/her choice to Saskatoon Area Laboratory (form-362 - Care Provider Request for Report Distribution) • To direct clinic staff (at all locations/offices where he/she practices) on how to confidentially handle/ redirect any reports received for patients seen at a different location • To accept the limitations when choosing to receive reports electronically to EMRs at multiple clinics <p>Providers and clinic staff shall submit all lab order requisitions with LEGIBLE information:</p> <ul style="list-style-type: none"> • Patient information REQUIRED includes their Saskatchewan Health Service Number, first and last name, Date of Birth and Gender. <ul style="list-style-type: none"> ○ If other than Saskatchewan HSN, provide the 2 character province ID and HSN • Locations information REQUIRED – a stamp or label indicating the Clinic Name as the patient location • Requesting Care provider information REQUIRED includes both first and last name. <ul style="list-style-type: none"> ○ Incomplete information CANNOT be processed (eg. Last name and first initial or fax number) • Additional Copy To Requests shall include the Full Name and contact information of the Provider or predefined medical service program. <ul style="list-style-type: none"> ○ Write or stamp the alternate clinic name here ○ Incomplete information CANNOT be processed (eg. Last name and first initial or fax number) • Test information shall include – all tests and clinical information provided on the order requisition
3	<p>Critical test results will be called to the Requesting Physician based on the phone number in the LIS associated with each care provider.</p>
4	<p>Saskatoon automated LIS Result Reporting (paper report distribution)</p> <p>Daily collated reports (Lab, Final Micro and Transfusion Medicine) for the Requesting Provider and any ‘copy to’ requested provider or alternate clinic location are directed to the appropriate printer/secure fax.</p> <p>Saskatoon LIS Electronic Reporting via eHealth connectivity to all providers on the order with an EMR.</p>