

Communicating Lab, Imaging, Pathology & Cytology Results to Patients

Providers are responsible for:

1. Preparing their patients for likely lab, imaging, pathology and cytology results
2. Communicating important results directly to their patients as soon as possible
3. Arranging appropriate coverage to monitor incoming results over vacations and other periods of provider absence.

Electronic medical records (EMRs) across Rochester Regional Health release these results directly to patient portals, helping patients actively engage in their own care and enabling these EMR's to meet CMS Meaningful Use 2 (MU2) Requirements. Medical Staff leadership, Chief Medical Officer Robert Mayo, MD, and Chief Information Officer John Glynn have approved new results release times as outlined below. These updates have also been shared with University of Rochester Medical Center and Monroe County Medical Society leadership. Questions may be directed to Dr. Mayo (robert.mayo@rochesterregional.org) or Dawn Riedy, MD (dawn.riedy@rochesterregional.org).

Results Release to RRH Patient Portals Effective November 2015 (Release Changes in GRAY)					
	Care Connect "MyCare" Inpt + Outpt results from RGH & NWCH	UMMC Meditech "MyUMMC" Inpt + Outpt results from UMMC	CSHC Meditech "My Health Portal" Inpt + Outpt results from CSHC	Unity Cerner "My Hospital Visit" Inpt results from Unity Hospital	NextGen "My Unity" Outpt results from ACM
Labs	Released next day 9 am	Released at 36 hours	Released at 36 hours	Released at 36 hours	Only sent if Provider releases
Sensitive Labs	Released 7 th day 9 am	Released at 36 hours	Released at 36 hours	Released at 36 hours	Only sent if Provider releases
Imaging	Released next day 9 am	Released at 36 hours	Released at 36 hours	Immediate release	Not sent
Complex Imaging	Released 7 th day 9 am	Released at 36 hours	Released at 36 hours	Immediate release	Not sent
Pathology & Cytology	Released 7 th day 9 am	Not interfaced to portal	Not interfaced to portal	Not released to Portal	Only sent if Provider releases
Diagnostic Procedure Notes	Released next day 9 am	Released at 36 hours	Released at 36 hours	Not released to Portal	Not sent

Sensitive Labs = STD's, HIV, pregnancy tests, urine drug screens, genetic tests and tumor markers

Complex Imaging = CT, MRI, PET, Ultrasound, Nuclear Medicine studies

Background & Explanation

In May 2014 Care Connect began releasing lab, imaging and pathology results to the MyCare portal at 11 pm the day after the results were finalized. Consequently, patients have sometimes learned of a new diagnosis late at night with no easy access to their provider, distressing both to the patient and to those caring for the patient. Additionally, while Care Connect releases all lab results to the patient portal, EMRs at United Memorial Medical Center, Clifton Springs Hospital & Clinic and Unity Hospital have historically permanently blocked patients' portal access to selected "sensitive" results. United Memorial Medical Center has released results at intervals greater than 36 hours and Unity NextGen has not automatically released results to patients prior to Provider review.

In July 2015 a group including clinical, IT and regulatory leaders from across the health system convened to understand, optimize and (to the extent possible) harmonize patient portal practices. This group learned of a "delayed release" practice for selected imaging, pathology & cytology results. Although not technically possible in other system EMRs, we are able to incorporate this delayed release strategy in Care Connect, reducing the likelihood of a patient seeing results before his/her provider. Care Connect results will also now be released at 9 am, a time more conducive to accessing a provider's office. With Dr. Mayo's full support, the group recommended against permanently "blocking" any results, citing both the patient's right to know and patient safety. To help align patient expectations, the following statement will also be added to all portals:

"In order to allow you timely access to your results, you may be seeing these results prior to your provider. If you have questions or concerns, please contact your provider's office." To assist with communicating results to your patients please refer to the following Care Connect Knowledge Builder:

<http://rghsportal/Inside/care/Knowledge%20Builders%2020/MyCare%20Communicate%20Test%20Results%20to%20Patients%20Through%20MyCare.pdf>