

Critical Lab Results: NEW ‘verify first’ workflow and upcoming changes.

I

Introduction

(Why is this important?)

This communication outlines the upcoming workflow changes in how labs are resultated. Beginning **December 16th, 2025**, most critical lab results will be ‘verified first’ before the clinical professional is notified. The ‘verify first’ is a critical prerequisite for the closed-loop communication project, which will launch as a pilot in H4ICU in mid-January.

Important note – Hematology Results will be excluded from this workflow change.

S

Situation

(What is the current situation?)

Currently, critical lab results are communicated manually via phone calls, or by paging the clinical professional. The upcoming ‘verify first’ functionality will provide care teams and patients with real-time access to verified lab results, streamlining workflows and improving safety. This capability is essential for the success of closed-loop communication, which requires immediate result delivery and confirmation.

B

Background

(What is important to know about the background?)

The closed-loop communication project aims to ensure that every critical lab result is not only delivered but also acknowledged and acted upon by the care team. For this to work, results must be available instantly and reliably. The ‘verify first’ rollout, developed with input from labs, nursing, and IT, will address current delays and manual steps, creating the technical foundation for closed-loop processes. Training and workflow adjustments are underway to support this transition.

A

Assessment

*(What is the evaluation?)
(Could include costs, risks, etc.)*

Implementing ‘verify first’ will:

- Enable real-time result delivery, a core requirement for closed-loop communication.
- Reduce manual workload and interruptions, freeing staff to focus on patient care.
- Improve patient safety by ensuring timely access to critical information.
- Support compliance with regulatory standards for result communication.

R

Recommendation

(What actions need to take place?)

- Do not be alarmed if critical results appear in the system before the lab staff contacts you; this is expected once ‘verify first’ is implemented.
- Current protocols will remain in place: Lab staff will continue to call all critical results until the closed-loop communication project is fully implemented.
- Ensure all clinical professionals receive communication that “verify first” will be implemented December 16th.

