

Critical Result Notifications: Closed Loop Communication

This communication is from:

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On behalf of:

Laboratory Services

Applicable to: OSUWMC Inpatient Nursing Staff

SUMMARY OF COMMUNICATION

This communication is intended to support consistent use of critical result push notifications and reinforce the importance of closed loop communication. No process changes have been made. Closed Loop Communication is used to communicate inpatient critical laboratory results and support timely acknowledgement, required documentation, and appropriate follow-up when needed.

NURSING RESPONSIBILITIES

To support timely receipt and documentation of critical result notifications, nursing staff should:

- Confirm assignment to the patient's treatment team.
- Stay signed in to Rover or IHIS while providing patient care.
- Review each critical result notification promptly and select **Acknowledge** or **Decline** within seven minutes.
 - **Acknowledge**
 - Selecting **Acknowledge** confirms receipt of the critical result, automatically completes the Communication Log in IHIS, and closes the communication loop. No additional follow-up telephone call from laboratory staff is required.
 - **Decline**
 - Selecting **Decline** indicates that you are unable to accept responsibility for the notification. Responsibility for communicating the critical result returns to the laboratory, and laboratory staff will follow up and complete the Communication Log.



- **No Response Within Seven Minutes**
 - If the notification is not acknowledged or declined **within seven minutes**, responsibility returns to the laboratory. Laboratory staff will follow up by telephone or Secure Chat and complete the Communication Log.
 - If a Secure Chat message is not acknowledged **within 10 minutes**, laboratory staff will follow up by telephone.
- If you were not signed in when the notification was sent, a reminder will appear after sign-in to alert you to the unacknowledged critical result.

IMPORTANT EXCEPTIONS

- Electronic push notifications are not currently sent for all hematology critical results or for certain microbiology critical results due to different laboratory workflows in these areas.
- Although a critical result is immediately viewable in the patient's chart, viewing the result alone does **not** meet the laboratory's communication documentation requirement. The notification must be acknowledged, or laboratory staff must complete and document the required telephone notification.
- After acknowledging a critical result, nursing staff must complete all required flowsheet documentation and follow existing departmental procedures for escalation, provider notification, and clinical response.

References:

[IHIS Critical Result Notification with Closed Loop Communication \(Lab Staff\)](#)

[IHIS Closed Loop Communication Training Video](#)

[IHIS Critical Result Notification Video](#)

[Responding to Critical Result Push Notifications](#)

