MEMO FROM THE LABORATORY **DATE: 10/29/2026**

Ambulatory Critical Result Notifications: Closed Loop Communication

This communication is from:
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On behalf of:
Laboratory Services

Applicable to: OSUWMC Ambulatory Providers and Nursing

SUMMARY OF COMMUNICATION

There is a process change occurring November 8, 2026 – critical result push notifications will go to ambulatory providers. Push notifications will be sent Monday – Friday from 8:00 a.m. until 5:00 p.m.

This communication is intended to support consistent use of critical result push notifications and reinforce the importance of closed loop communication. Push notifications are used to communicate critical results and support timely acknowledgement, required documentation and appropriate follow-up when needed.

AMBULATORY PROVIDER RESPONSIBILITIES

To support timely receipt and documentation of critical results, log in to IHIS or Haiku/Canto. If you are not logged into IHIS when the push notification is sent, a reminder will appear after logging in to alert you to the unacknowledged critical result.

Review each critical result notification promptly and select Acknowledge or Decline within seven minutes.

- Selecting **Acknowledge** confirms receipt of the critical result and closes the communication loop with automatic documentation in IHIS. No additional follow-up telephone call from laboratory staff is required.

- Selecting **Decline** indicates you are unable to accept responsibility for the notification. Responsibility for communicating the critical result returns to the laboratory and the laboratory staff will follow up with a phone call to the clinic and will document the information in IHIS.

- If there is **no response within seven minutes**, responsibility returns to the laboratory, and lab staff will follow up with a phone call to the clinic and will document the information in IHIS.

WHAT AMBULATORY NURSING STAFF NEED TO KNOW

- Critical result push notifications are sent to the **ambulatory provider only**. Ambulatory nursing staff will not receive these notifications and do not acknowledge or decline them.
- If the provider declines the notification or does not see it within seven minutes, the laboratory will continue to call the clinic with the critical result.
- If the provider acknowledges, the lab will not call the clinic. Instead, the provider may message clinic staff with the result for follow-up.
- Clinics should review their workflow for what happens after a provider acknowledges the notification, including how forwarded messages are received and who follows up.
- 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.

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.

References:

Responding to Critical Result Push Notifications