

<b>FACILITY:</b> Reading Hospital	
<b>MANUAL:</b> Radiology Policies and Procedures	<b>FOLDER:</b> General
<b>TITLE:</b> Readback of Procedure/Test Results and Verbal Orders	<b>DOCUMENT OWNER:</b> 2 <sup>nd</sup> Shift/Image Library Manager
<b>DOCUMENT ADMINISTRATOR:</b> Administrative Director and Department Chair	<b>KEYWORDS:</b>
<b>ORIGINAL DATE:</b> April 5,2004	<b>REVISION DATE(S):</b> 4/24/2009, 9/20/2012, 9/23/2013, 8/20/2014, 10/24/2016,9/14/2020

**SCOPE:**

Department of Radiology

**PURPOSE:**

To promote patient safety by improving the effectiveness of communication among caregivers, and to ensure compliance with the JC Hospital National Safety Patient Goals, Goal 2, “Improve the effectiveness of communication among caregivers.”

**POLICY:**

Reading Hospital Radiology staff adheres to the following procedure when receiving or providing order modifications or procedure/test results via verbal communications with caregivers

**DEFINITIONS:**

**PROCEDURE:**

**Verbal Communication of Patient Results**

1. For any results communicated verbally, Radiology personnel initiating the call must provide the following information to the ordering nursing unit/doctor’s office:
  - 2 Patient Identifiers (Patients full name/ medical record number/or date of birth)
  - Name of procedure/test
  - The procedure/test results
  
2. The caller will ask the recipient for his /her name, and then ask the person receiving the call to read back the following:
  - The 2 Patient Identifiers
  - Name of procedure/test
  - The procedure /test results

The readback should demonstrate what the receiving individual has documented. It is important to note the difference between a *readback* versus a *repeatback*. The intent of the Standard is that the recipient writes down the information and read back from the written form to confirm they have

documented the results accurately. If the recipient is part of the RHS entity, the *Diagnostic Test Critical/Verbal Report RH2522 Rev12.04* form should be used for documentation.

## **Documentation of Results Communication**

- **EPIC Results Tracker (for critical and significant findings)**  
Image Library staff is responsible for documenting accurate and complete communication information from the Results Tracker in EPIC.  
A documented readback is required when communicating critical/significant results.
  
- **Primordial**  
Image Library staff and technologists are responsible for documenting accurate and complete communication information in Primordial as applicable.

Whoever is calling results will document:

- first initial and last name followed by title of the person receiving the results
- documentation that read back was obtained

The caller's documentation will include the name of the staff member logged into the application and will be stamped with a time and date when marked completed.

## **Documentation of Verbal and Telephone Radiology Orders**

1. Outpatients:
  - Refer to Radiology Outpatient Orders policy
2. Inpatients:
  - Refer to Radiology Outpatient Orders policy

### **GUIDELINE:**

### **PROVIDER PROTOCOL:**

### **EDUCATION AND TRAINING:**

### **REFERENCES:**

Radiology Outpatient Orders  
Clarification of Radiology Outpatient Orders Form

### **COMMITTEE/COUNCIL APPROVALS:**

### **CANCELLATION:**

The content of this document supersedes all previous policies/procedures/protocols/guidelines, memoranda, and/or other communications pertaining to this document.

