



Results and Reports Routing

What is Results Routing?

Prescribers order health care investigations and interventions that generate results and reports that are returned for review and action. Results and reports (“Results”) routing is a complex process involving multiple considerations. Effective results management is essential to patient safety.

How does Results Routing relate to Connect Care?

Results need to be routed, delivered, and managed by ordering prescribers who work in different relationships to Connect Care:

- **Within Connect Care**
where orders are entered in Connect Care and Results are routed and integrated with chart review and communications workflows.
- **Outside Connect Care**
where orders are placed and Results are accessed via paper or Electronic Medical Records (EMR) that may receive “eDelivery” from laboratory information systems.
- **In Conjunction with Connect Care**
where an episode of care bridges locations where Connect Care is the record of care and where it is not; and results management may occur in more than one context.

No results delivery strategy will be perfect, or able to anticipate all possible workflows. Physicians, as a matter of professional standards, are expected to implement safe results review practices. Connect Care tries to make this as easy as possible.

How are Results Routed Within Connect Care?

Closed-loop results and reports routing occurs everywhere that Connect Care is the record of care. This means that all information for the order, test, intervention, result, report, interpretation and subsequent action is managed entirely within the Connect Care clinical information system.

- Physicians who order in Connect Care receive Results in Connect Care.
- **Inpatient** order Results are reviewed in Chart Review, with no notification sent to the In-Basket.
- Inpatient orders resulted **post-discharge** are routed to the responsible physician’s In-Basket.
- **Critical** results are alerted to responsible prescriber in the same manner as previously, using the provider’s pager, cellphone or other preferred notification method.
- **Outpatient** orders are resulted to the responsible physician’s In-Basket for review and action.
- **Consultant** orders are resulted to the consultant, who remains responsible for the ordered results even if they are also copied to a most responsible provider.
- **Trainee** order results are copied to the trainee but must be associated with a responsible provider or consultant in both inpatient and outpatient contexts.
- **Emergency department** providers review in-department results within the chart and receive post-discharge results via a personal or delegated In-Basket review.
- All results associated with **admitted patients** become the responsibility of the most responsible inpatient provider via chart review.
- Results explicitly **copied** to specific providers are routed via the delivery route registered as the preference of that provider.

How are Results Routed Outside Connect Care?

- [FAQ: Results & Reports Routing \(Single Site\)](#)
- [FAQ: Results & Reports Routing \(Multi-Site\)](#)