



Emergency Department Results Routing Pool Management

The Most Important Thing You Need to Know

Emergency and Urgent Care Departments (ED and UC) need to be able to manage results that return after a patient has been discharged from the emergency department (“post-discharge results”), and results of tests ordered per protocol by non-prescribers when no authorizing prescriber is assigned. EDs and UCs should manage these results in a way that prioritizes:

- Patient safety
- Clear documentation in the chart
- The ability of a collective group to assist individual members in this task

The decision of how these results will be managed in Connect Care is made at the departmental level and selected in advance of Connect Care launch by site leadership. This workflow applies to **all prescribers who work in the department**. End Users are NOT able to customize their results routing scheme.

Accordingly, a prescriber working in multiple ED/UC departments may have a **different** results routing workflow for each site. It is important to understand that this routing only applies to tests that were ordered and the specimen collected **during the ED or UC visit**. If results come back **after** the patient is discharged, the results for these tests are routed according to the workflows below.

In all ED/UC departments, for orders initiated via nursing protocol, for which the patient is not assigned an authorizing prescriber (e.g. ED Attending or Most Responsible Provider) during the visit, and for which results are returned after discharge, results will return to the ED Results Follow Up Pool. All ED/UC departments should establish a process to ensure that any Nursing Protocol orders are followed up in the case that patients Leave Without Being Seen before results are returned.

What You Need to Do

Pool Manager:

The pool manager is responsible for populating the pool with the names of prescribers who require access to it. The [In Basket Best Practices Manual](#) provides information for pool managers starting on page 9, with Adding/Removing Staff from Pools.

Community Medical Director/Department Head:

In collaboration with your ED colleagues:

- Decide the **names of prescribers who will have access to this pool**, and communicate the list of names to the pool manager. Update the pool manager when to add or remove prescribers to the pool.
- Decide **how the group of pool participants will manage results** in the pool. This can be site-specific, but each site agreement should specify:
 - which prescriber is responsible for reviewing and managing pool results at any given time;
 - that actions taken on pool results in Connect Care be documented using a Result note, so that the authorizing prescriber and pool members can see that the result has been managed. See [In Basket Best Practices Manual](#), page 31;
 - details around any delegation of responsibility for pool results (e.g. forwarding to a patient’s family doctor, handoff of unfinished tasks to next scheduled pool prescriber).

Prescribers Participating in ED Results Pool:

- When pool coverage starts, sign into the pool via In Basket
- During pool coverage, manage results in the pool; know how to identify pool results in In Basket



- When pool coverage ends, sign out of the pool via In Basket
- These steps detailed on pages 8 and 9 of the [In Basket Best Practices Manual](#)

What You Need to Know

Results Routing for Orders Created in the Emergency Department

Lab and DI orders completed while a patient is in the Emergency Department will have the following principles applied:

- Critical Results will be called to the department by the lab. This process remains as per current state.
- Any result that is finalized while the patient remains in the department will **not** be sent to the Authorizing Prescriber's In Basket or their designated pool. These results are viewed during the visit, following current practice.
- Results returned after discharge **are always returned to the authorizing prescriber**, who is ultimately accountable for ensuring that appropriate follow up was taken where required.
- An ED Results Pool may be used to allow a group of prescribers to collectively follow up on test results.
- ECG interpretations finalized by a Cardiologist will only route to the authorizing prescriber's In Basket.
- Reports for diagnostic imaging performed after the patient leaves the ED will be returned only to the authorizing prescriber's In Basket.
- Every prescriber is able to and encouraged to make diligent use of the documentation tools available in the system to communicate clearly any action taken on results. Specifically, the Results Notes function can be used to make it clear to Authorizing Prescribers if another clinician has acted on the result.
- Any action taken on a result by a prescriber on behalf of a pool will **not** remove a message from the Authorizing Prescriber's In Basket.

Emergency Department Results Routing Pool Workflows

***Important* Provincial Lab results follow a different routing process. See below.**

Workflow A: Post-Discharge Results to In Basket of Authorizing Prescriber

Any result that returns during the ED/UC visit is reviewed in the patient's chart. All results (positive/abnormal or negative/unremarkable) returned after discharge will route to the Authorizing Prescriber's In Basket only. The Authorizing Prescriber is responsible to either respond to the result from In Basket or assign someone else to do so.

The ED Follow Up Pool contains:

- Results returned after discharge where patient did not have an authorizing prescriber assigned. This will ensure that any Nursing Protocol orders are followed up in the case that patients Leave Without Being Seen before results are returned.

Workflow B: Abnormal Post-Discharge Results to ED Result Pool and In Basket of Authorizing Prescriber

Any result that returns during the ED/UC visit is reviewed in the patient's chart. Abnormal results returned after discharge will route to the ED Result Pool and the Authorizing Prescriber's In Basket. Management of the result will be managed in the Pool or prescriber's In Basket.

The ED Follow Up Pool contains:

- Critical lab or DI
- Discrepant DI
- Positive microbiology, sickle cell screens



- Results returned after discharge where patient did not have an authorizing prescriber assigned

Workflow C: All Post-Discharge Results to ED Result Pool and In Basket of Authorizing Prescriber

Any result that returns during the ED/UC visit is reviewed in the patient's chart. All results (positive/abnormal or negative/unremarkable) returned after discharge will route to the Department Pool **and** the authorizing prescriber's In Basket. Any result that returns after the patient is discharged from the ED will route to the authorizing provider's In Basket and the Pool for management.

The ED Follow Up Pool contains:

- **Any** result returned after the patient is discharged – regardless of urgency or positive/negative status
- Results returned after discharge where patient did not have an authorizing prescriber assigned

Notes

Workflow A places sole responsibility for results follow up on the Authorizing Prescriber. Workflow B and C allow for shared responsibility, with the very notable exception that Provincial Lab results will not reliably be routed to the pool in either case. Each pool will have a manager who is able to add Locums or new prescribers to the pool.

Provincial Lab Results:

Until all sites across the Province are live on Connect Care, any test sent through Provincial Laboratories (example: Syphilis testing) will be result to the Authorizing Prescriber only. The only reliable way to have these results routed to a pool is by utilizing the "CC" function at the time of ordering the test.

It is also important to note that many of these test results are the result of notifiable conditions. The current state of Public Health's involvement managing these results **remains in place**.

Finally, actions taken by Public Health on these results is NOT currently captured in the system. Thus, the Results Notes function discussed above does not apply here.

It is anticipated that once the entire province and Provincial Laboratories are using Connect Care, these two outstanding issues (both the difficulty routing to pools and the documentation gap) will be resolved.

Routing Exceptions to the Workflows Above

Tests ordered under the following circumstances criteria follow a different routing scheme:

- Diagnostic imaging that is ordered during an ED/UC visit, and **performed after the patient** is discharged from the ED/UC, will only route to the In Basket of the Authorizing Prescriber. Patients are typically asked to return to the ED/UC to review such DI results. If the patient does not return to the ED/UC, the DI report route to the In Basket of the Authorizing Prescriber only; these reports will not route to the ED Results Pool.
- Tests ordered for a patient through your office or as an in-patient
- Another lab order that the patient has drawn, just because they are at the hospital
- Lab orders released from a therapy plan, while a patient receiving treatment in the emergency department.

Resources

- [Tip: In Basket Results Pool](#)
- [Workflow Diagram: Connect Care Results Pool](#)
- [In Basket Best Practices Manual](#)
- [Connect Care Manual - In Basket](#)