# Receiving Critical Results

# Routing Critical Results
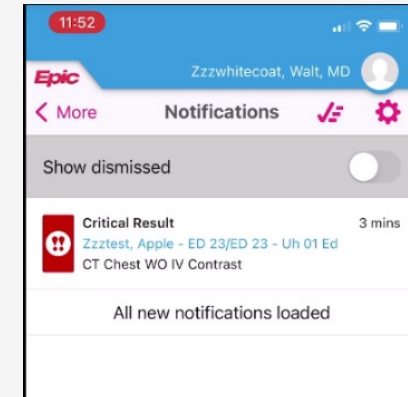


**1st Call Provider
(Haiku + EPIC)**
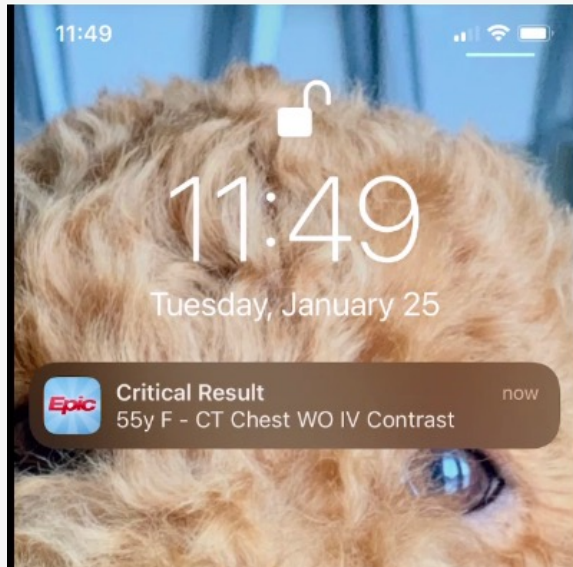
**1st + 2nd Call Provider
(Pager)**

**Attending Provider (Pager)**

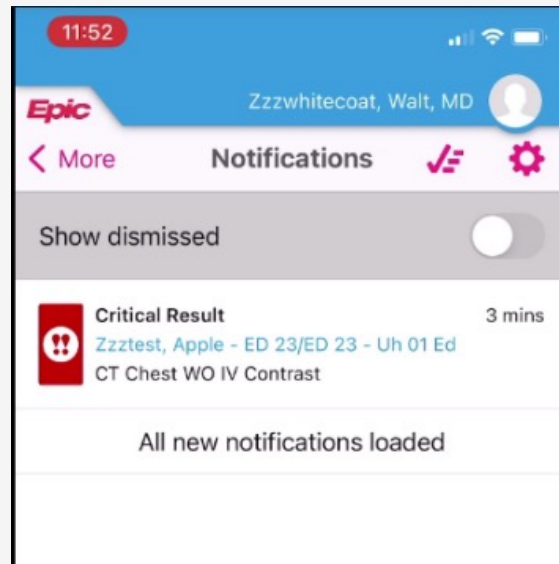**Attending Provider listed on Web on Call
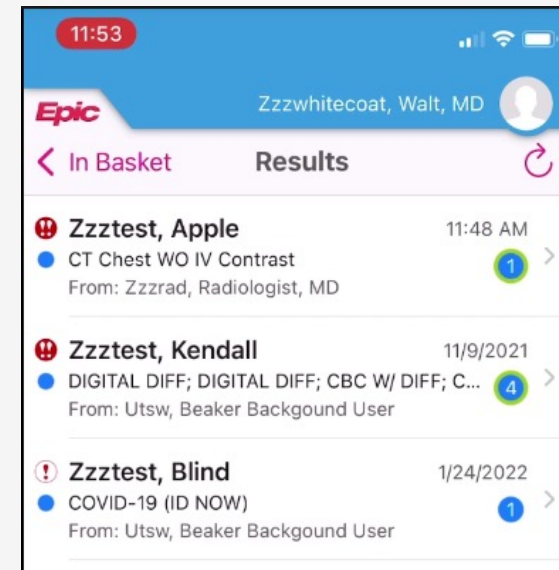(Pager)**

# Receiving Critical Results

Haiku push notifications are the most effective way to receive and acknowledge critical results.
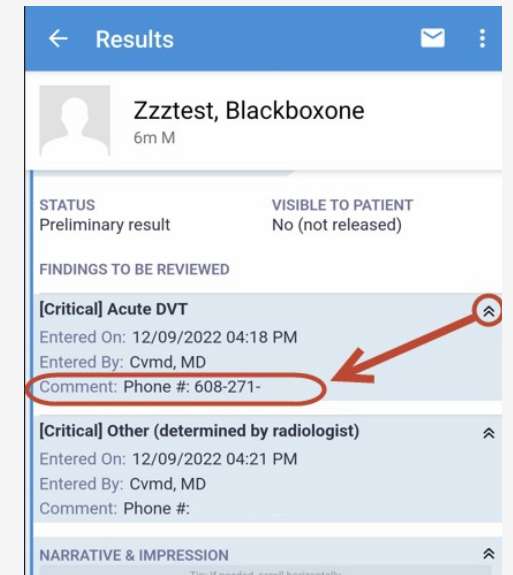


**1** Critical Result notifications can appear directly on the Lock Screen.

**2** They can also be viewed and acknowledged on the Notifications screen.

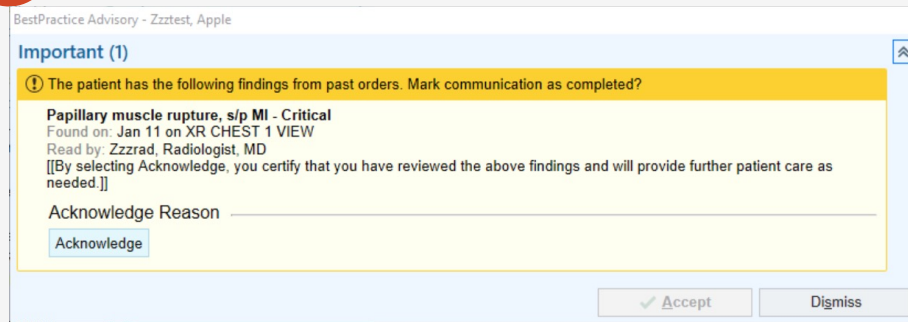**3** The results can be viewed and acknowledged in the Haiku In Basket.

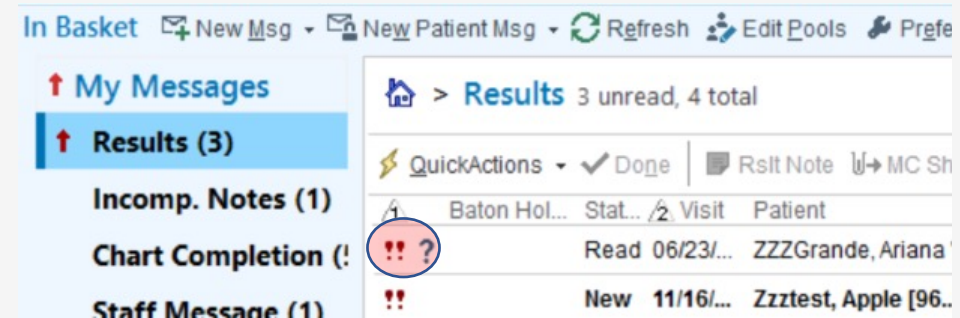**4** Radiologist callback number is visible by expanding the Critical message.

# Receiving Critical Results

Critical Results also appear throughout the patient's electronic chart in EPIC.
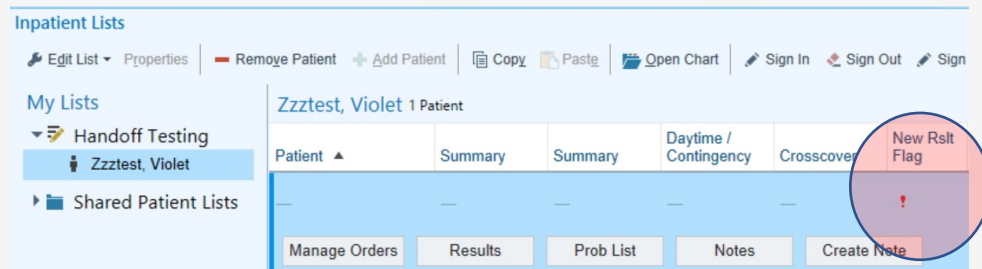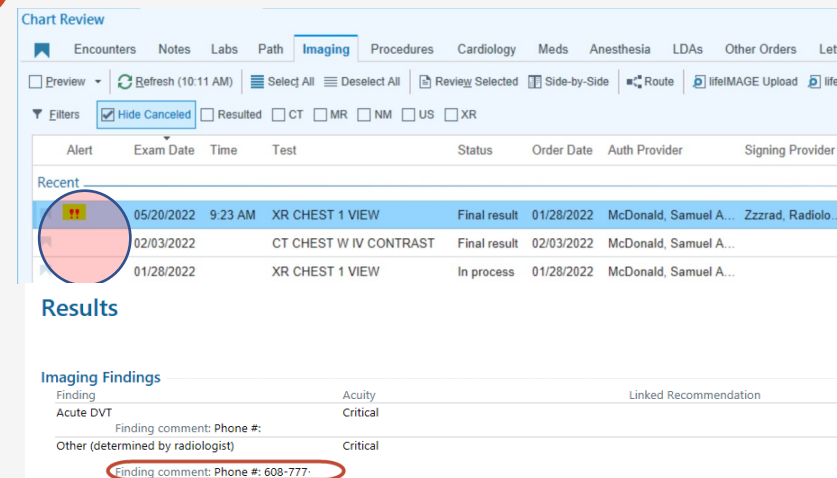
**1** As an EPIC BestPractice Advisory



**2** In the EPIC In Basket, marked with ‼



**3** Flagged in the Critical Results Column on the Patient List



**4** Flagged in Chart Review and Radiologist callback number in 'Finding comments'

# Acknowledging Critical Results

Acknowledging Critical Results in Haiku closes the loop between the notifying provider and the clinician, preventing the need for further escalation.

**1** Haiku, select the notification and mark 'Done'
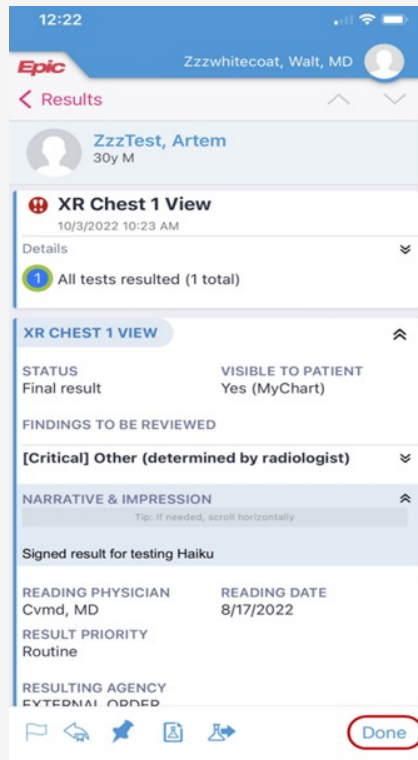
**2** Best Practice Advisory, select 'Acknowledge' then 'Accept'
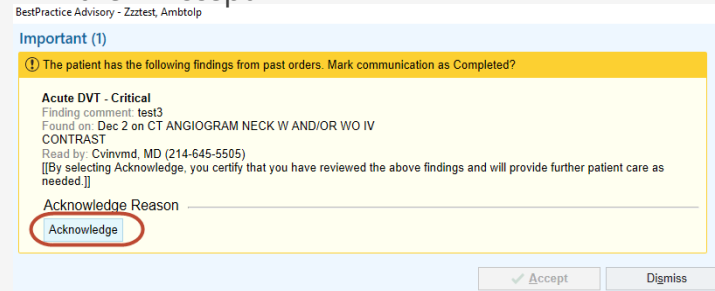
**3** In Basket, mark as 'Done'



**4** Chart Review, select 'Mark as Reviewed'
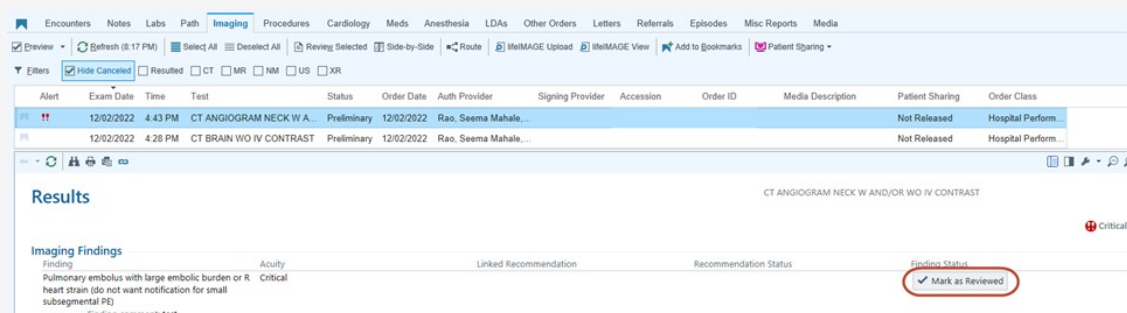
# Additional Information

1. Setting up Haiku to Receive Critical Results: IOS
2. Setting up Haiku to Receive Critical Results: Android
3. Accepted List of Critical Results
4. Escalation Tables

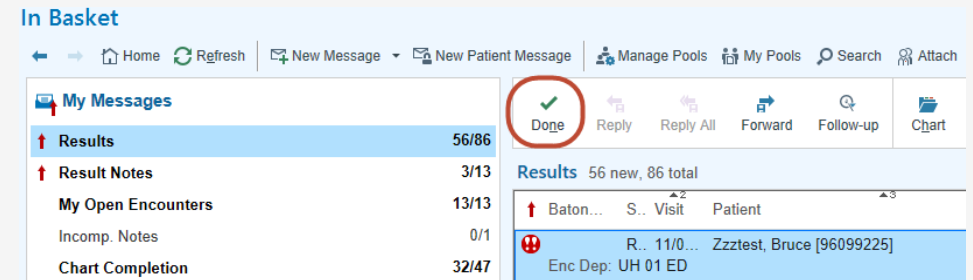# Setting up Haiku to Receive Critical Results: IOS
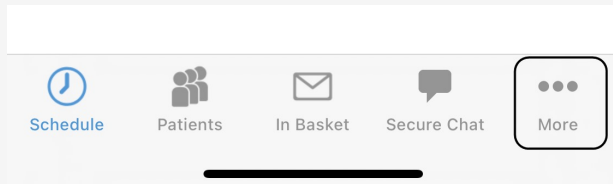
**1** Select **More** from the bottom of the screen in Haiku.
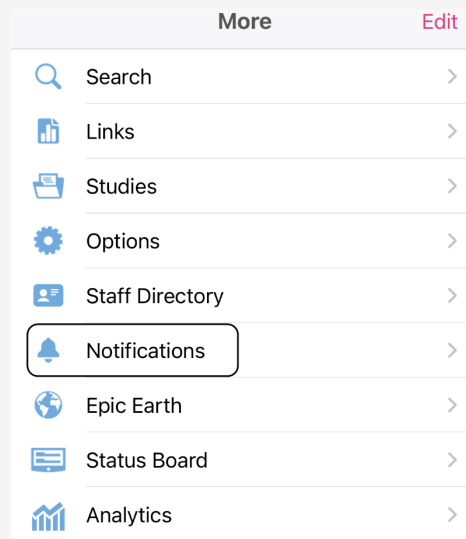
**2** Click on **Notifications**.
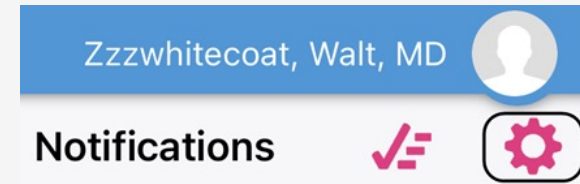
**3** Click on **Settings** icon.
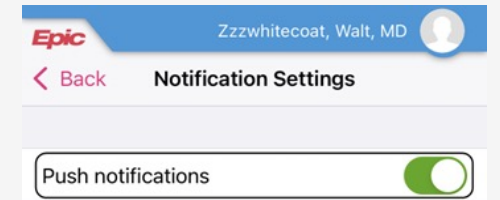
**4** Use the slider to enable **Push Notifications**.

# Setting up Haiku to Receive Critical Results: Android



**1** In the **Notification** activity, click on the **three dots** in the top-right.

**2** Click on **Change Notification Settings**.

**3** Use the slider to enable **Push Notifications**.

# Accepted List of Critical Results

1. **Acute intracranial hemorrhage**

2. **Acute stroke**

   CAVEAT- stroke team already involved in most of these, so only when a new/unsuspected stroke not on a code stroke patient

3. **Brain herniation**

4. **Spinal cord compression**

5. **New/unexplained pneumoperitoneum w high likelihood of bowel perforation**

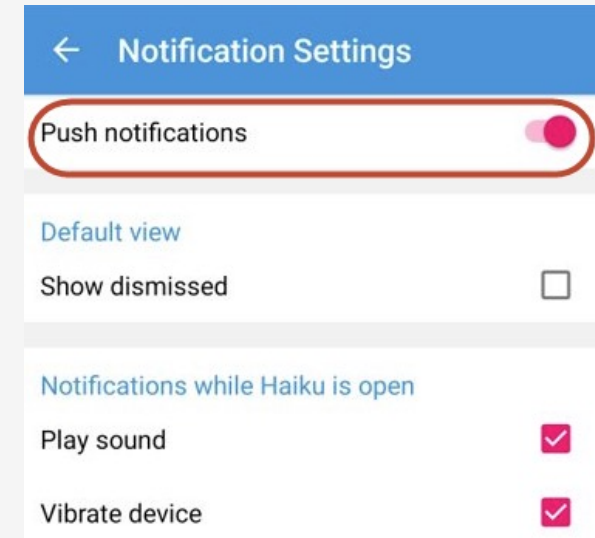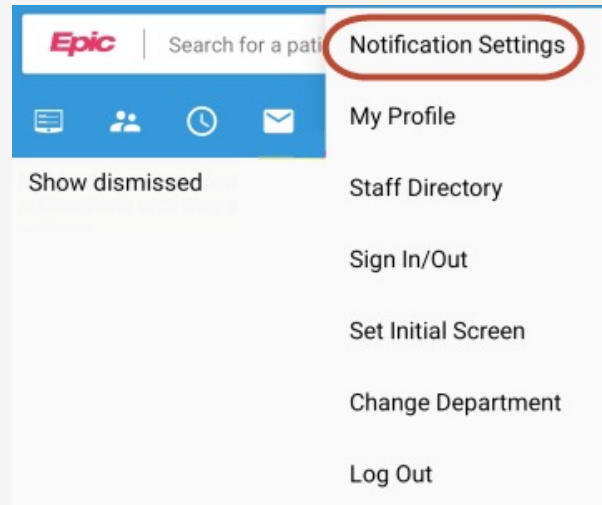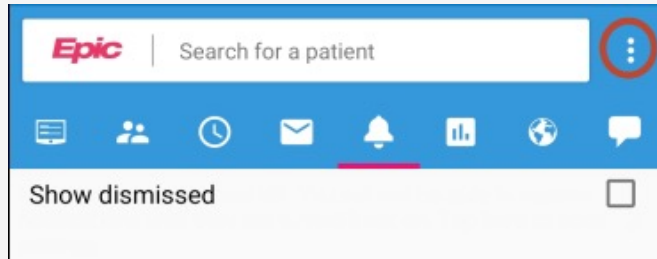   Not postop, post-g tube, PD Cath exchange, etc.

6. **Intestinal ischemia**

   Portal/mesenteric venous gas, pneumatosis, etc.

7. **Active hemorrhage**

   Active extravasation and large hemoperitoneum where patient could be unstable

8. **Testicular torsion**

9. **Ovarian torsion**

10. **Ectopic pregnancy (high likelihood)**

11. **N/enlarging/tension PTX**

   Any Pneumothorax on a patient that is currently intubated without an ipsilateral chest tube

12. **Acute Pulmonary embolus with large embolic burden or R heart strain**

   Not for small subsegmental or segmental PE

13. **Ruptured aortic aneurysm**

14. **Acute vascular occlusion**

15. **New aortic dissection**

16. **Acute DVT**

17. **Malpositioned line/tube**

   Significant malpositioning – e.g. dobhoff in lung, venous line in artery

18. **Fetal bradycardia <100 beyond 24 weeks**

19. **Other (determined by radiologist)**

# Escalation Tables

**Outpatient Critical Results Communication:**

| Step | Notified | Method | Time |
|---|---|---|---|
| 1 | Attending Authorizing Provider | Haiku<br>Chart Review<br>Patient list<br>In Basket<br>BPA | 10 minutes |
| 2 | Attending / Auth Prov | CTCS pages, notifies that a CR is available | 10 minutes |
| 3 | Attending / Auth Prov | CTCS pages to Radiologist | 10 minutes |
| 4 | Web On Call | CTCS pages to Radiologist | 10 minutes |
| 5 | Chain of Command | CTCS pages to Radiologist | 10 minutes |

**Inpatient Critical Results Communication:**

| Step | Notified | Method | Time |
|---|---|---|---|
| 1 | 1st Call Provider | Haiku<br>Chart Review<br>Patient list<br>In Basket<br>BPA | 15 minutes |
| 2 | 1st Call Provider<br>2nd Call Provider | CTCS pages, notifies that a CR is available | 10 minutes |
| 3 | 1st Call Provider | CTCS pages to Radiologist | 10 minutes |
| 4 | 2nd Call Provider | CTCS pages to Radiologist | 10 minutes |
| 5 | Attending | CTCS pages to Radiologist | 10 minutes |
| 6 | Web On Call | CTCS pages to Radiologist | 10 minutes |
| 7 | Chain of Command | CTCS pages to Radiologist | 10 minutes |