

Outside Lab Results Proven Protocol

Client Care Specialist Assigned Email/Phone

- Lab results arrive in gmail at healingpaws@carlisleveterinarian.com
- Open the file and download it
- Print a black & white copy
- In eVet go to the appropriate patient record's MR view by groups tab
 - Go to outside lab results
 - Click "add outside lab results"
 - Name is the "test name"
 - Drag & drop or click in the field, select the document you want to attach
 - Click save
- Place the printed copy of the results in the doctors bin that requested the lab
- Add a tasklist for the doctor - "Fluffy Smith's Heska results are in your bin"
- If you receive test results of an outside lab in the mail:
 - Verify you already received this lab by email by going to the patient chart "outside lab results".
 - If not present, scan the lab results and send to healingpaws@carlisleveterinarian.com
 - Follow steps above to add to the pets medical record
 - Verify there was a comm log entered that the pet owner was notified of the results. This should be in the last exam form under "updated lab results" - you may also see an email in the comm log that was sent by the dr to the owner in regards to the results.
 - If the test results have been added/entered in the patient's record and the doctor has completed the section "updated lab results" on the last exam form, discard the hard copy.
 - If the updated lab results have not been added/entered in the patient's record tasklist the nurse that assisted with the patient visit.

Veterinarian That Requested The Lab

- Create a plan and enter it in the last exam form as "update post lab results".
- If chronic med/rx diet is recommended be sure that there is also a chronic med/rx diet plan
- Email or call the client to go over results and recommendation. If calling, it is best to also do a follow up email with your bulleted plan for review. In this email you can say, "Thank you for discussing Fluffy's results and plan with me today. To follow up, here is a summary of Fluffy's results and plan."
 - If you choose not to email, you must either put in your "update lab results" section - called and spoke with Mrs. Smith