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I. Purpose

This document describes the required workflow process for the Radiologist to follow when using the Critical Results tool within InteleViewer to call results to a referring provider.

II. Procedure

- 1. When Call Results are requested or a critical result needs to be communicated to the referring provider, you can use the Critical Results tool in InteleViewer.
- 2. To open the Critical Results tool, click on the New button under Critical Results on the right hand side of the Patient info page.

Critical Result		
New		

3. This panel will open once you click New.

	l Results			
Finding:	Select Diagnosis	-	Select Level	-
Action:	🗩 Mark as done			
	Assign to myself			
	🖱 Assign to assistant			
Comme	nts:			

4. Click the down arrow on Select Diagnosis.

Critical Results		
Finding: Select Diagnosis	▼ Select Level ▼	
Action: 🔘 Mark as done	7	
Assign to myself		
 Assign to assistant 		
Comments:		
		Ok

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5. You will see a list of Critical Diagnosis.

		Concernence of
Finding:	Select Diagnosis 🔹 🔻	Sel
Action:	Select Diagnosis	
00	Intracranial hemorrhage	
	Ischemic bowel	
Commer	Misplaced tube, line or catheter	
Costilition	Perforation of a hollow viscus	
	Tension pneumothorax	
	Unstable spinal injury	
	Pulmonary Embolism	
1.	Ruptured Ectopic Pregnancy	
	Intracranial mass with herniation	
	Ovarian/testicular torsion	
History	Acute spinal cord compression	
Primary 1	Custom Diagnosis	
Test pati	ent, Call report to Dr. Lest at 253-555-5555 F	atie

6. Select a Diagnosis off of the list by clicking on it.

Critical Re	sults	
Finding: Sel	ect Diagnosis 🔹 🔻	Sele
Artion: Sele Aort Intra	ect Diagnosis ic injury, dissection, leak or rupture . acranial hemorrhage nemic bowel	_
Commer ^{Mis} Perf Ten	placed tube, line or catheter foration of a hollow viscus sion pneumothorax	
Uns	stable spinal injury monary Embolism	
Rup	otured Ectopic Pregnancy acranial mass with herniation	
Ova History STA	rian/testicular torsion te spinal cord compression T Call Results Requested	
Primary 1 _{Cus} Test patient.	tom Diagnosis Call report to Dr. Test at 253-555-5555. F	Patier

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7. All diagnosis on the list will populate the next box with a red Critical Flag. These results need to be communicated in 30 minutes or less.



8. If the diagnosis you wish to use is not on the list, select Custom Diagnosis from the bottom of the list.

Critical	Results	
Finding:	Select Diagnosis 🗾 👻	Selec
Action:	Select Diagnosis Aortic injury, dissection, leak or rupture Intracranial hemorrhage	
Commer	Ischemic bowel Misplaced tube, line or catheter Perforation of a hollow viscus	
	Tension pneumothorax Unstable spinal injury Pulmonary Embolism	
	Ruptured Ectopic Pregnancy Intracranial mass with herniation Ovarian/testicular torsion	
History	Acute spinal cord compression STAT Call Results Requested	
Primary 1 Test pati	Custom Diagnosis ent. Call report to Dr. Test at 253-555-5555. F	Patient

9. When you select Custom Diagnosis the box will become blank so you can free type your diagnosis. You can also select the urgency of the results in the box next to where you typed in your custom diagnosis.

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Critical Results	K					



- 10. Next, you can decide whether you want to call the referring provider directly and close the communication loop (see step 11), or if you would like PAS to contact the provider for you and transfer the call (skip to step 14).
- 11. If you are going to directly call the referring provider yourself, you can close the loop by clicking in the circle next to Mark as done. When you click that circle, a box will appear containing the referring provider info.



12. If the result was discussed with a different provider than the referring provider listed, you can edit the info in the Communicated to box. You can only type as many characters as will fit in that box.

Critical F	Results			
Finding:	ntracranial hemorrhage	-	🚩 Critical (30 mins) 🔻	K
Action: 🧧	Mark as done - Communicated to: E	dit inf	fo here if not called to referrin	ng provider
Ø) Assign to myself			
Ø) Assign to assistant			
Comment	ts:			

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13. If you wish to add any additional information, you can enter that into the comments box. Once you click okay the Critical Results will be done and communication will be permanently logged.

Comments:	
Called results to Dr. Test, spoke to his nurse, Testnurse.	
	Ok Cancel

14. If you wish to have PAS get ahold of the referring provider so you don't have to spend the time trying to contact them yourself, you can select Assign to assistant.

Finding: Intracranial hemorrhage
Action: O Mark as done
Assign to assistant with the instruction to: Communicate Findings
Comments:

15. From the drop down menu next the Assign to assistant selection, select your instruction. At this time you are going to only select Transfer Call.



16. Again, you can add any comments such as if the results need to be communicated to a physician other than the referring provider and then click okay.

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Finding: Intracranial hemorrhage	👻 🚩 Critical (30 mins) 💌			
Action: 🔿 Mark as done				
Assign to myself				

Assign to assistant with the instruction to: Transfer Call

Additional comments here.

- 17. Once you click Ok, the case will appear on a work list in InteleBrowser that PAS will be monitoring. They will see the patient info, the time frame in which it needs to be communicated, the referring provider info and the radiologist to whom the call needs to be transferred.
- 18. Once they have transferred the call back and you communicate results to the provider, you can click next to mark as done. You can edit the communicated to info if needed and add additional comments if needed. Then click okay to close the loop.

Critical Results
Finding: Manually type diagnosis 🔹 🚩 Critical (30 mins) 🔻
Action: Action: Action: Action: Mark as done - Communicated to: Tratest, Provider ((253) 377-9257)
Assign to myself
C Assign to assistant
Comments:
Comments:
Additional comments here.
Ok Cancel

19. If the results do not need to be communicated ASAP but you still would like to speak to the referring provider about the results, you can set the urgency to Urgent or Important when you select a custom diagnosis.

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20. If you set a case to Urgent or Important and don't have time to call them immediately, you can either assign to an assistant with specific instructions in the comments section or you can click on Assign to myself. Then click okay.

Critical Results
Finding: Manually type diagnosis 🗾 🔽 🚩 Critical (30 mins) 💌
Action: O Mark as done Assign to myself Assign to assistant
Comments:

21. When you assign a Critical result to yourself, it will appear on the Critical Results work list in InteleViewer. Pending and Done cases will also show in this work list. The get to the Critical results work list click on the Work list tab on the patient info page.



22. Click on the Critical Results tab to get to that work list.

Not Ready (23)	, Ready (58)	(0) Dictated	F Critical Results (1)	Overview (472)	

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23. The cases that are Pending (Assigned to assistant), Done and To be Called will show up. Like your other work lists, you can rearrange the columns by clicking on the topic and dragging it to the desired location.

	Status	Crit. Res. As.	Crit. Res Δ	Finding	Level 4	A Patient Name	Patient Cl 4	A Patient Locat	Study Date	Modality	Study Descri	Organizatior	Entering O	rg	Site Readii	ng Gro	Patient Age	Date of Birth	Referring Ph	Prio
*	To Be Called	Annamarie T.	. 29 min	Manually typ	Critical (30	Tratest, Anna	U	unknown	13:59	DX	X-RAY TOE	TRA Hilltop	Н	HI	MSK, G	ENE 3	33Y	Jun 12, 1980	Tratest, Prov.	CALL S
														_						
	Status 🗸	Priority	Refe	erring Physician	Crit R	es. Assigned To	Crit. Res	Δ	Finding	Level	Patient N	lame A ;	Study Date	Modality	Study Des	cription	Organiza	tion Patier	nt Age Dai	te of Birt
Don	Status ⊽ e	Priority CALL STAT	Refe Tratest, Pro	erring Physician vider - 7673-75'	Crit. R	es. Assigned To	Crit. Res	Δ Unstable spin	Finding al injury	Level Critical (3.	Patient N Tratest, Am	lame ∆ (Study Date y 14 - 10:47	Modality DX	Study Des X-RAY HIP LEF	cription 1 VIEW	Organiza TRA on Cer	tion Patier dar 33Y	nt Age Da Jun 6	te of Birl , 1980
Don	Status ⊽ e e	Priority Call Stat Stat	Refe Tratest, Pro Tratest, Pro	erring Physician vider - 7673-75 vider - 7673-75	Crit. R 7	es. Assigned To	Crit. Res	∆ Unstable spin STAT Call Res	Finding al injury sults Requested	Level Critical (3. Critical (3.	Patient N Tratest, Am Tratest, Ann:	lame ∆ : Na amarie Na	Study Date y 14 - 10:47 y 13 - 14:43	Modality DX DX	Study Des X-RAY HIP LEF X-RAY ACROMI	cription 1 VIEW DCLAVIC	Organiza TRA on Cer TRA Hilltop	tion Patier dar 33Y 33Y	nt Age Dai Jun 6 Jun 1	te of Birt , 1980 2, 1980

24. When you have time to call a case that is in To be called status, you can go to this work list, double click on the case to reopen it and complete the critical result. Click on Edit to open the Critical Results tool and mark as done.

