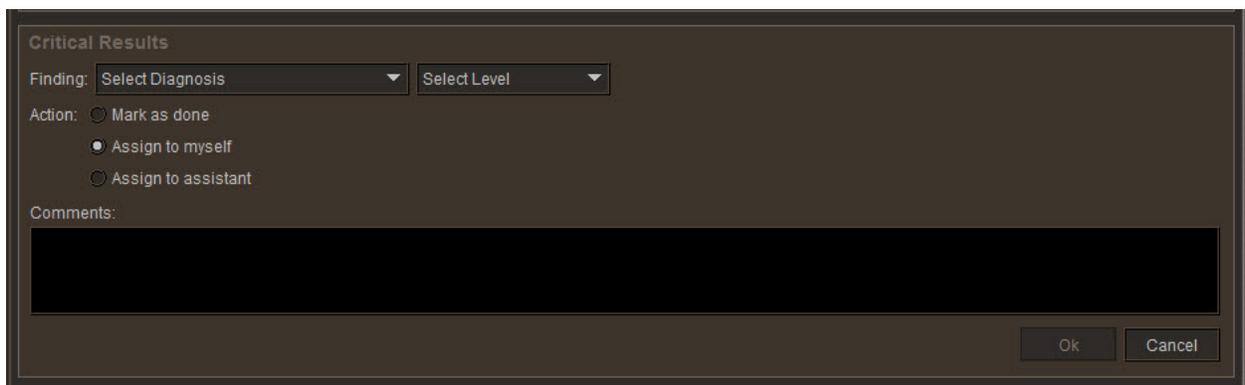# I. Purpose

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.
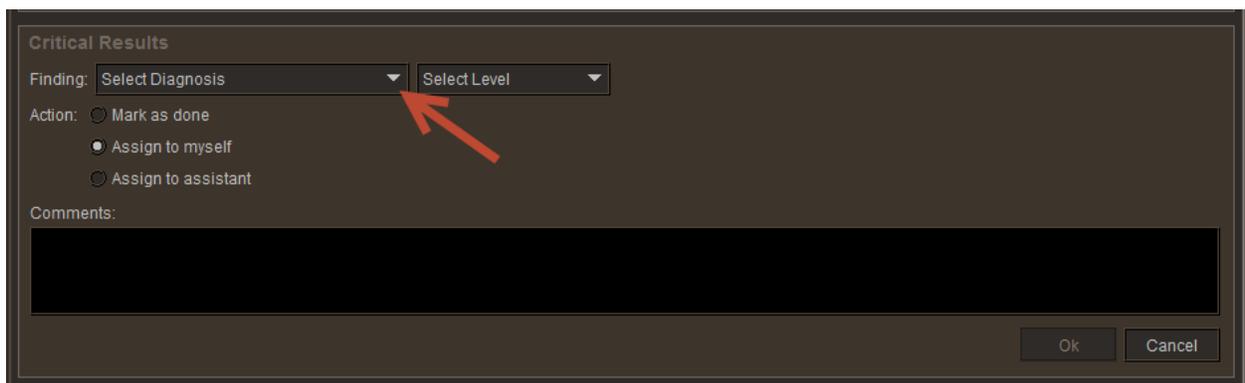
II. Procedure

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.
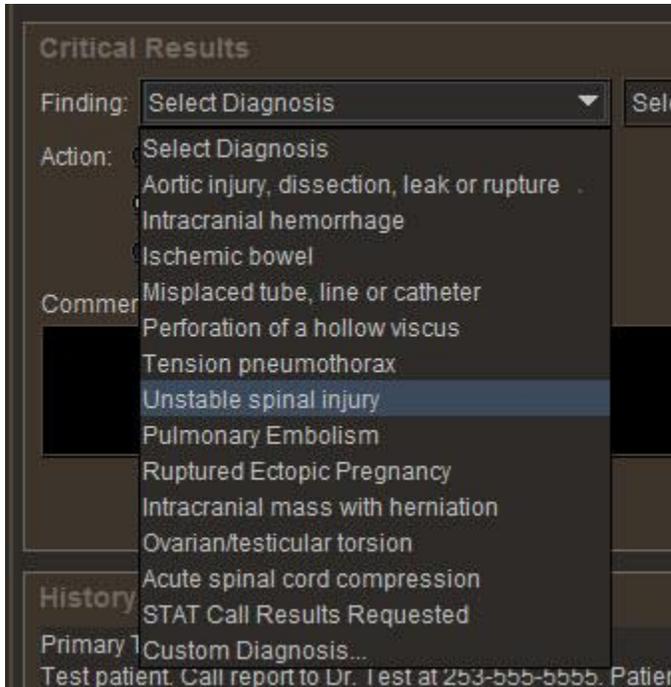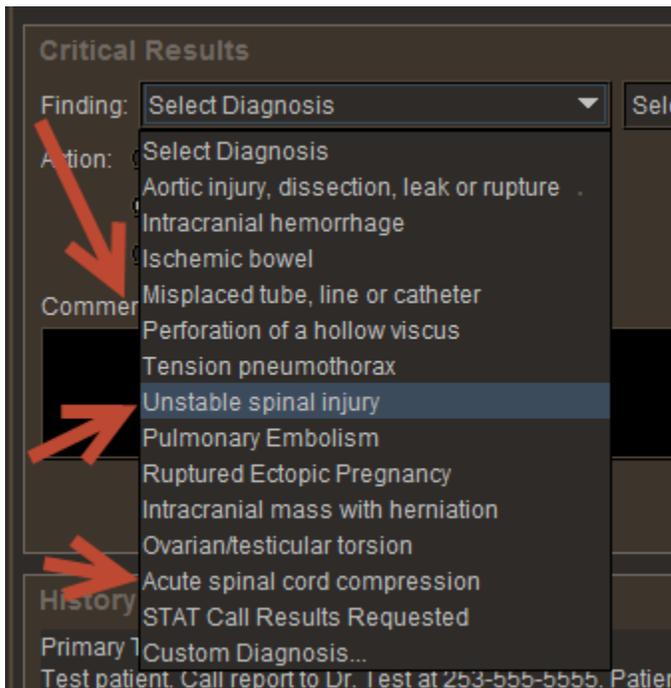

3. This panel will open once you click New.

4. Click the down arrow on Select Diagnosis.
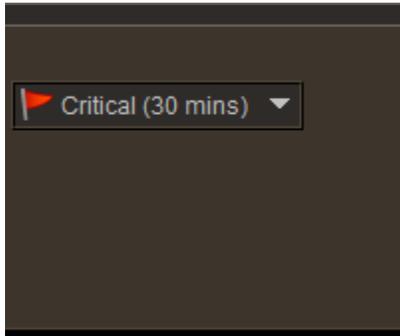
5. You will see a list of Critical Diagnosis.

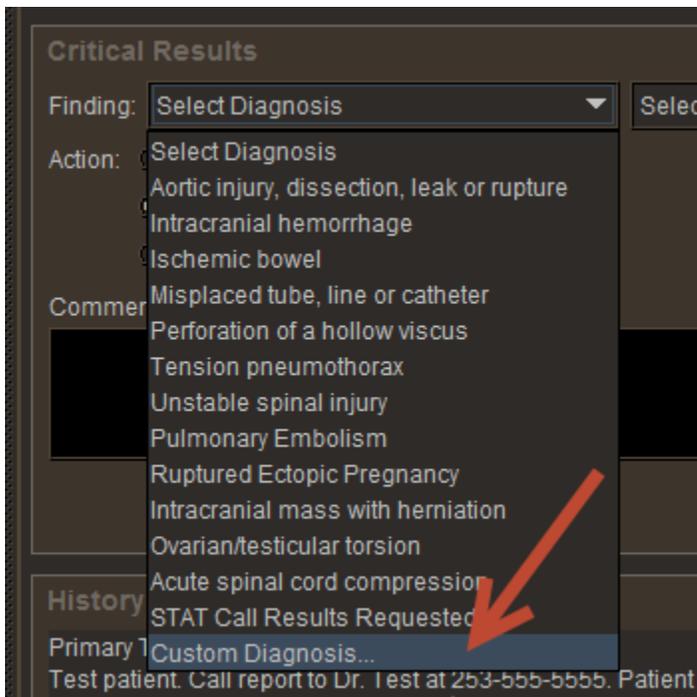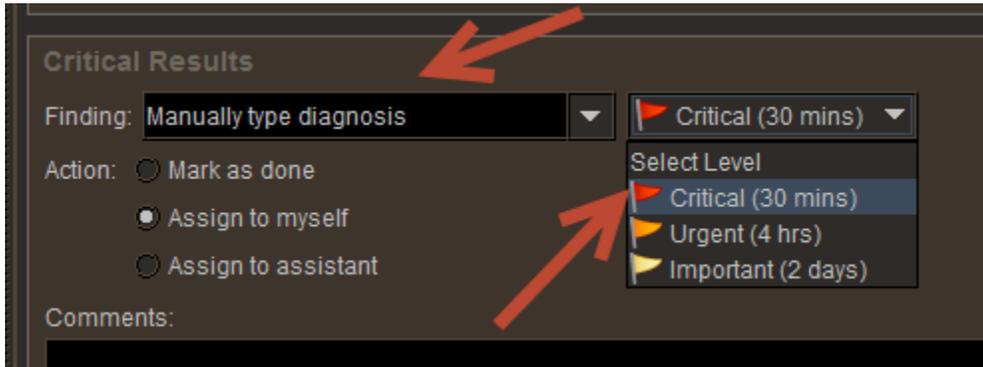6. Select a Diagnosis off of the list by clicking on it.

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.
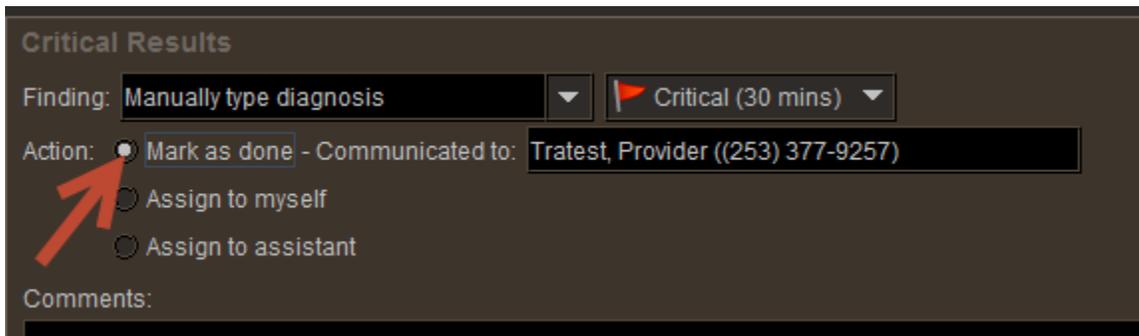

9. When you select Custom Diagnosis the box will become blank so you can free type your diagnosis. You can also select the urgency of the results in the box next to where you typed in your custom diagnosis.
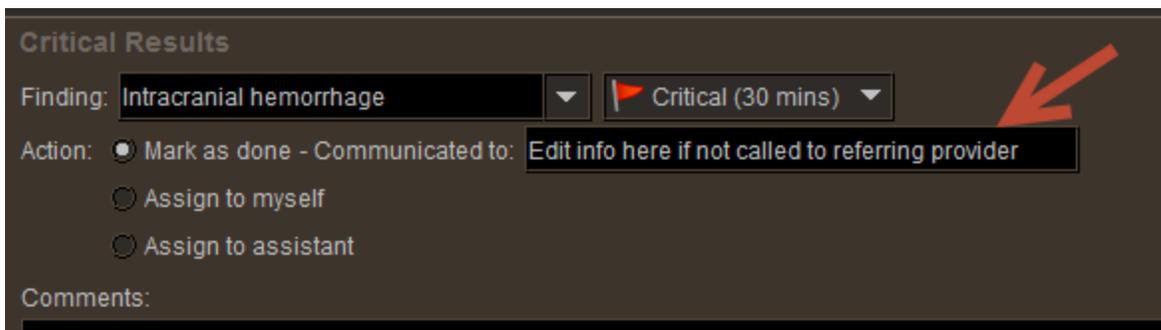
10. Next, you can decide whether you want to call the referring provider directly and close the communication loop (see step 11), or if you would like PAS to contact the provider for you and transfer the call (skip to step 14).

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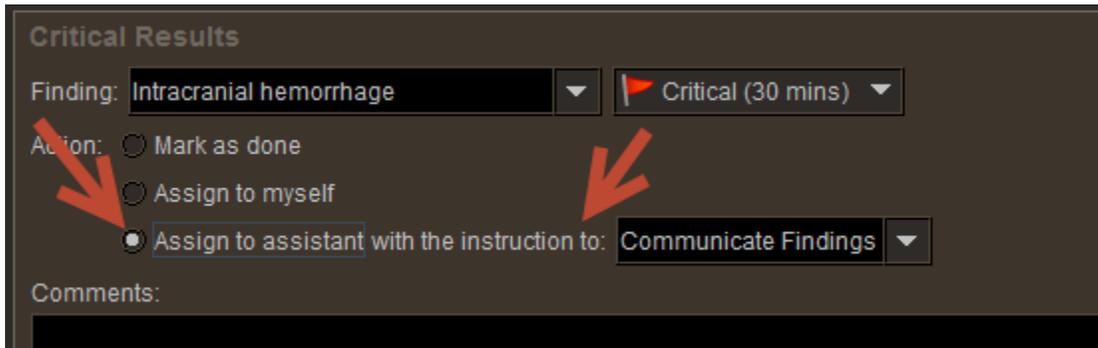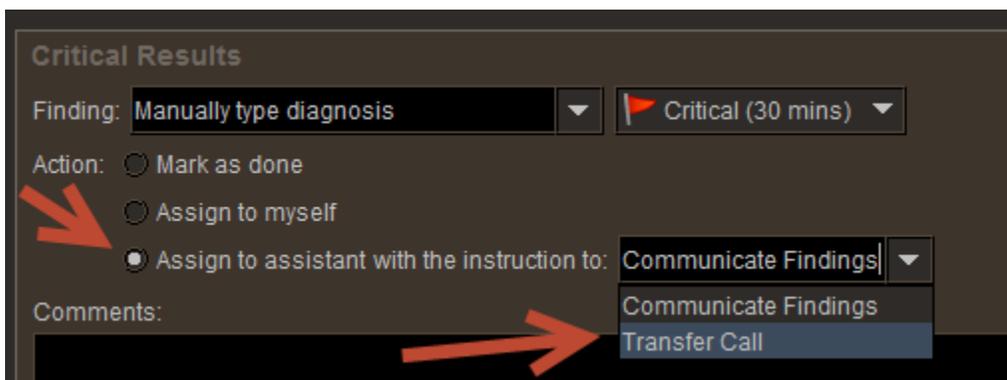
13. If you wish to add any additional information, you can enter that into the comments box. Once you click okay the Critical Results will be done and communication will be permanently logged.

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.
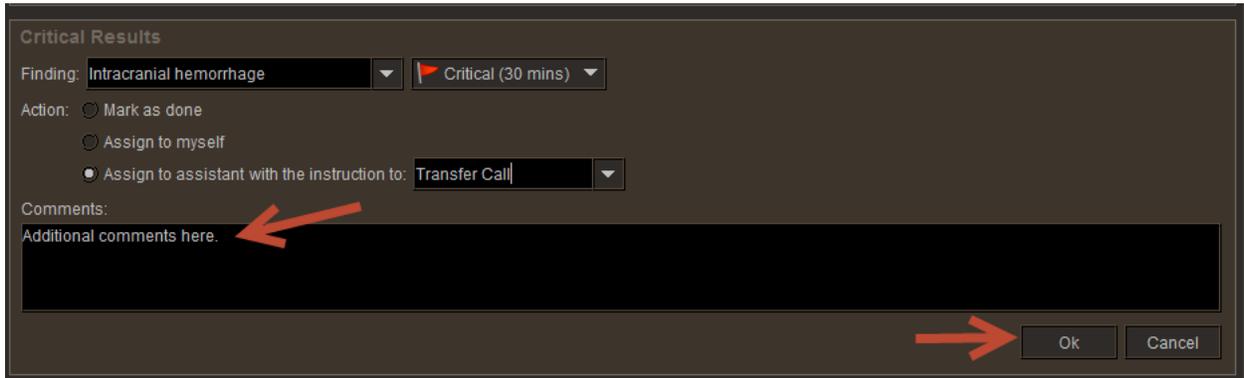

15. From the drop down menu next the Assign to assistant selection, select your instruction. **At this time you are going to only select Transfer Call.**
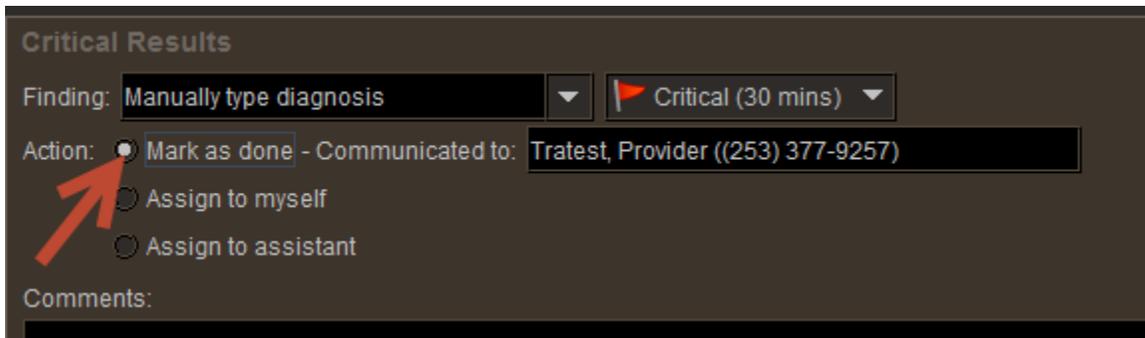

16. Again, you can add any comments such as if the results need to be communicated to a physician other than the referring provider and then click okay.
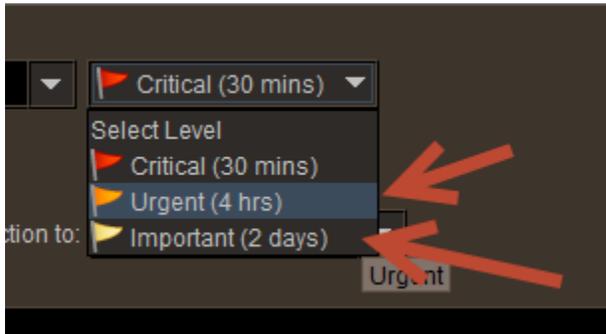
17. Once you click Ok, the case will appear on a work list in InteleBrowser that PAS will be monitoring. They will see the patient info, the time frame in which it needs to be communicated, the referring provider info and the radiologist to whom the call needs to be transferred.

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.
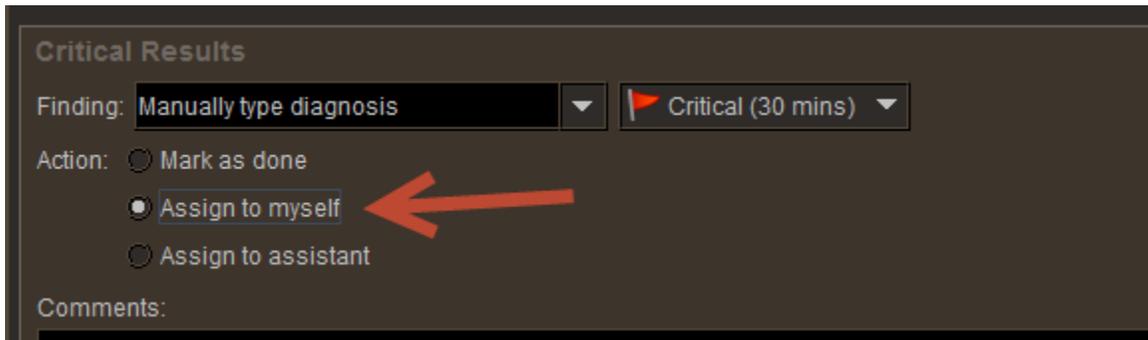

19. If the results do not need to be communicated ASAP but you still would like to speak to the referring provider about the results, you can set the urgency to Urgent or Important when you select a custom diagnosis.
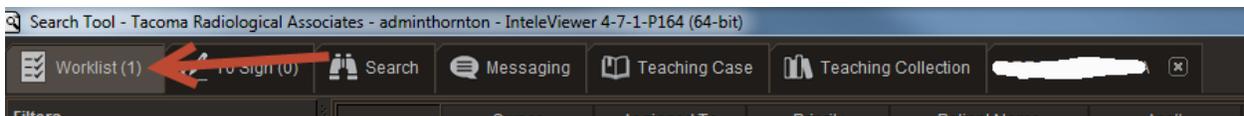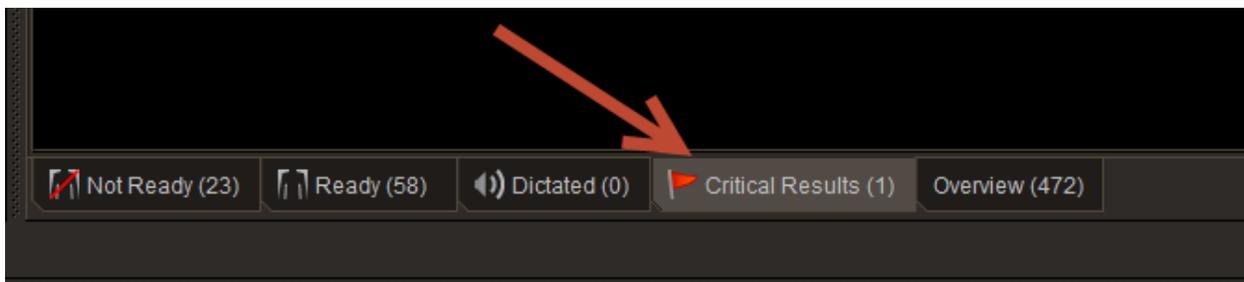
20. If you set a case to Urgent or Important and don't have time to call them immediately, you can either assign to an assistant with specific instructions in the comments section or you can click on Assign to myself. Then click okay.

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.

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.

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.