Process Map for Test Ordering by Community Pharmacists October 2018

INFORMATION AND PHYSICAL WORKFLOW

Patient arrives at the pharmacy

Pharmacist reviews the patient's current prescribed medication therapy (patient profile) to monitor for care and safety and identifies a potential need for a specific lab test

Pharmacist reviews the patient's available history of lab test results (EMR, eChart) to confirm the need for the specific lab test regarding prescribed medication and to avoid duplication

Pharmacist counsels the patient on the clinical significance of the lab test, benefits and risks, potential implications of the results, proper procedure for having the test done, charge to the patient, and process for communicating the results to the prescriber and not directly to the patient

Patient consents

Patient makes informed decision to accept the lab test

Pharmacist completes necessary documentation

Pharmacist informs the prescriber of the test order

Patient does not consent

Patient makes informed decision to refuse the lab test

Pharmacist refers the patient to the prescriber or primary care giver for follow-up and notifies prescriber of the need for the test, as long as the

Pharmacist informs the prescriber of the test order including information about the patient condition and reason for ordering the lab test

Pharmacist orders the lab test and issues the requisition to the patient

patient does not explicitly prohibit the sharing

Pharmacist charges the patient for test according to the Lab Fee Schedule

Patient brings the requisition to lab of choice

Requisition is entered in to the Lab Information System (LIS) and blood is drawn by lab technician

Lab testing performed

Critical value

Pharmacist contacted by phone immediately

*See PATIENT RISK MANAGEMENT PROCESS FOR

CRITICAL VALUES

Results verified in LIS and report issued to pharmacist via fax or electronic transfer depending on site

Report archived in LIS and forwarded to lab billing department $% \left(\mathbf{r}\right) =\left(\mathbf{r}\right)$

Pharmacist receives the report or follows up with lab test services if the report is not received in a timely manner

Pharmacist communicates results and recommendations to the patient's prescriber and can request authorization from the prescriber to release results and recommendations to the patient

OR

*If critical value, see PATIENT RISK MANAGEMENT PROCESS FOR CRITICAL VALUES



Authorization denied

Pharmacist notifies the patient that results have been sent to the prescriber and advises the patient to follow up with the prescriber



Pharmacist provides results and recommendations to the patient if the prescriber authorizes/consents



Pharmacist completes the necessary documentation



The lab billing department sends an invoice to the pharmacy that ordered the test and the pharmacy pays the lab billing department directly

Note: If the patient does not go for the test or the results have not been received, the pharmacist can call the Dynacare customer service line at 1-800-565-5721 M-F 07:30 to 17:30 to determine if the test was done. If Dynacare does not have a record, the pharmacist should also call Shared Health Manitoba (formerly Diagnostic Services Manitoba) at 204-787-1534 M-F 0800-1600 in the event that the patient had their blood drawn at a hospital laboratory.

* PATIENT RISK MANAGEMENT PROCESS FOR CRITICAL VALUES

Pharmacist receives call with a critical value



The pharmacist or their designate (as outlined in the pharmacy's policy) must immediately assess the result and consult with the prescriber without delay

OR



Prescriber unavailable

If the pharmacist cannot consult with the prescriber, the pharmacist must contact the patient directly and provide the recommendation commensurate to the critical value



Pharmacist communicates results and recommendations to the patient's prescriber



Pharmacist completes the necessary documentation



The lab billing department sends an invoice to the pharmacy that ordered the test and the pharmacy pays the lab billing department directly

↓ Prescriber available

If the pharmacist is able to consult with the prescriber, the two health care professionals agree upon a plan of action and determine who is responsible for contacting and informing the patient of the recommendation



Patient is contacted by the pharmacist and/or prescriber (as discussed) and informed of the critical value and recommendation



Pharmacist completes the necessary documentation



The lab billing department sends an invoice to the pharmacy that ordered the test and the pharmacy pays the lab billing department directly