UNIVERSITY OF MICHIGAN HEALTH SYSTEM
EMERGENCY DEPARTMENT

ED POLICY 02-12-164
Date Issued: 05/2012

ED Follow-Up Information, Documentation, and Communication
Last Review: 05/2012  Last Revised: 05/2012

PURPOSE
1. To establish policies for follow-up of ED information not available at the time of patient visit, as well as standards for documenting and communicating with patients and appropriate providers.

2. To establish policies for patient follow-up phone calls and email messages.

3. To establish a method to communicate follow up requests from Emergency Department providers and staff to the Emergency Department follow up nurse.

DEFINITIONS
1. Post-discharge result: a laboratory test for which the final result is not available before the patient is discharged from the ED, including but not limited to:
   - Strep screen/culture
   - Urine culture, blood culture, CSF culture, joint aspirate
   - Stool culture, ova & parasites, c. Difficile
   - Viral culture
   - GC/Chlamydia/Syphilis
   - Mono/EBV titer
   - Hepatitis studies

2. Clinically significant post-discharge result: One that requires change in management as it pertains to ED course, or may guide follow-up care/interventions needed.

3. Radiology discrepancy: a final radiology interpretation that differs in content from the preliminary result. These reads include:
   a. Clinically urgent change: Changes thought to impact patient management in the next 24 hours, as determined by the Radiology attending.
   b. Non-urgent change: Changes that will require patient follow-up, but will not affect acute management in the next 24 hours, as determined by the Radiology attending.

4. Attending Designee: EM4 resident, pediatric EM fellow, or PA.

STANDARDS- LABORATORY RESULTS
1. All patients discharged from the ED who have a clinically significant post-discharge result available after their visit will be notified with their results.

2. Post-discharge results will be reviewed Monday-Friday, 7A-7p by the ED follow-up nurse. Follow-up nurse will review the MiChart-ASAP follow-up nurse in-basket, and the ED record on all patients who have a clinically significant test result. An ED diagnosis and/or treatment not supported by a test result will be presented to the ED attending physician or designee for review and treatment recommendations.
a. The Microbiology Lab will notify the ED follow-up/charge nurse for critical culture results as they become available.

b. All gynecology pathology reports will be reviewed for determination of products of conception with either the ED attending physician or the gynecology physician who evaluated the patient in the ED.

c. Surgical pathology reports will be reviewed and if a diagnosis is not previously known, it will be reported to the patient and documented as a MiChart-ASAP follow-up note.

3. In all cases where changes to the treatment plan are necessary, or the presence of a sexually transmitted disease is confirmed, the follow-up nurse will:
   a. Contact the patient to inform of results, ascertain patient condition and status of symptoms, and relay additional information and/or change in treatment as advised by the ED attending physician or designee.
   b. Contact the primary health provider or designated follow-up service, when appropriate.
   c. Local health department will be notified of sexually transmitted diseases. (All lab diagnoses of reportable illnesses will be reported by UMHHC Infection Control Department.)
   d. Follow-up activity will be documented in MiChart-ASAP as a follow-up note.
   e. If unable to make contact with the patient by phone or in person within 72 hours, the follow-up nurse will send a certified letter to the patient's residence requesting that they call the ED as soon as possible, and will document in MiChart-ASAP as a follow-up note.

4. In all cases in which the attending physician or medical provider is directly informed of information which results in changes to the initial treatment plan, a separate follow-up note detailing changes to medical decision making and appropriate plan of care will be created by the medical provider in MiChart-ASAP.

STANDARDS - RADIOLOGY RESULTS

1. For clinically urgent reads:
   a. The radiology attending reading the study will verbally contact the Adult ED or CES attending on duty and discuss the revised report with them.
   b. The radiology attending will fax the variance report to the ED follow-up nurse fax server.
   c. ED attending/designee will coordinate with the follow-up nurse/charge nurse to contact the patient or inpatient team to inform of results, ascertain patient condition, and relay additional information and/or change in treatment as advised by the ED attending physician/designee.
   d. In all cases in which the attending physician or medical provider is directly informed of information which results in changes to the initial treatment plan, a separate follow-up note detailing changes to medical decision making and appropriate plan of care will be created by the medical provider in MiChart-ASAP.
2. For clinically non-urgent changes:

   a. The radiology attending reading the study will fax the variance report to the ED follow-up nurse fax server.

   b. ED follow-up nurse will review results, and inform patient and their PCP (or inpatient team if admitted) as indicated. The ED follow-up nurse will document a follow-up note in MiChart-ASAP.

STANDARDS- FOLLOW-UP PHONE CALLS AND EMAIL MESSAGES PERTAINING TO RECENT ED VISIT

1. Follow-up phone calls from patients are directed to the ED follow-up nurse Monday-Friday, 7A-7P, or to charge nurse at other times, to triage appropriately.

2. The clerk taking a patient phone call when the follow-up nurse is not available will document the call in MiChart-ASAP and notify the appropriate Charge Nurse by telephone. Follow-up actions and resolution will be summarized in MiChart-ASAP by the ED Charge Nurse as a follow-up note.

3. Patient email to ED-Followup will be reviewed by the follow-up nurse M-F 7A-7P. Clinically significant follow-up actions and resolution will be summarized in MiChart-ASAP as a follow-up note.

4. Emergency Department medical providers and staff may request follow-up for discharged Emergency Department patients via e-mail. The follow up nurse will check the ED-Follow-up e-mail at opening, mid-shift and before closing Monday-Friday.

   a. Requests for Emergency Department patient follow-up are initiated via email to ED-Followup@med.umich.edu.

   b. Requests should contain: patient name, CPI number, follow-up concern or issue, follow-up instructions or advice, and name of physician requesting follow-up.

   c. The Follow Up Nurse will document follow up actions as a follow-up note in MiChart-ASAP.