
CONFIDENTIALITY AND DISCLOSURE OF RESULTS

CONFIDENTIALITY OF RESULTS

Lab “result access” is limited to those who may need to access the reports at the request of a patient or physician practice.

Testing results are routinely released to the ordering provider. Results may also be released to a provider who is “covering” for the ordering provider and to a “copy to” physician at the request of the ordering provider. Most results are transmitted electronically to providers. A signed confirmation fax is completed by the provider when a new fax set up is generated.

Routinely critical results are given over the phone to a provider with an electronic report to follow. Every effort is made to fax a report to the physician to eliminate a verbal result. Mailed reports are sealed in an envelope marked “lab reports” and noted to be “confidential”. Routinely, staff in the customer service department are the only staff handling printed lab results. All hard copies of reports are placed in a secure shred bin for destruction.

Results may also be released to the patient with a signed release. All requests for results are directed to be mailed to the patient or picked up by the patient. The lab discourages the use of personal fax machines.

Results are provided to the National Tumor registry and state, local, or federal agency as directed by NH law.

Requests for lab work may be supplied to a billing service for processing professional fees. Ideally these files are sent electronically. All hard copies of reports are placed in a secure shred bin for destruction.

DISCLOSURE OF RESULTS

The possibility of an incidental disclosure of results exists.

Faxing to the wrong provider, wrong number or the incorrect patient would require the initiation of a “CMC DISCLOSURE FORM” The form would be completed by the laboratory, scanned into the lab order and a copy sent to medical records.

A disclosure of a larger scale would be reported to the appropriate agencies and the patients. CMC Laboratory complies with all Disclosure policies and procedures.