

CRITICAL PRACTICE REMINDER:

Critical values and change in patient status

“Secure chat vs. Telephone call”

All critical values /results and change in patient condition must be reported promptly once they are available to the responsible licensed caregiver caring for the patient within the acceptable timeframes identified by the hospital. These values/changes must be reported **via telephone notification** and **NOT** through “Secure Chat”.

The RN with the critical values/result or change in patient status will:

1. Notify the appropriate Licensed Independent Practitioner (LIP) or designee promptly, within 30 minutes of receiving the critical values/result or change in patient status.
2. Call/page the LIP or designee: allow 5 minutes for a response
3. If no response, recall the LIP and notify the attending if appropriate, and allow 5 minutes for a response. If no response, continue to **escalate** notifying house staff if needed.
4. Any orders associated with the change in status must be entered directly into the electronic medical record by the LIP and “Secure Chat” should **never** be used to obtain orders for patients.
5. If, at any time, the patient’s condition warrants immediate action, the Rapid Response Team may be called. For life-threatening response, initiate Medical Alert–Adult Cardiac Arrest or Medical Alert—Pediatric Cardiac Arrest.

Questions? Please see your Director, Nurse Manager or CNE