

**Peninsula** Medical Practice

# Reviewing and acting on correspondence, reports and results protocol



Practice Policy No. 3

v1.1

Adapted from BMA specimen policy of May 2012

March 2014

# Peninsula Medical Practice

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## Purpose

The purpose of the protocol is to set out the procedure for reviewing and acting on correspondence, reports and investigation results that are received at Peninsula Medical Practice. This protocol is relevant to anyone who works at the practice.

## Importance of having a clear procedure for reviewing and acting on correspondence, reports and results

For the welfare and safety of our patients it is crucial to process and act on correspondence, reports and results from outside of the practice in a timely but safe manner. The information that the practice receives can be from a variety of locations including hospitals, out of hours care providers and community health teams.

## Procedure

Correspondence, reports and investigation results from outside of the practice may be received by fax, post, or electronically.

### Paper correspondence/reports/results

- 1) Any paper correspondence/reports/results received by fax or post must be given to a member of the practice reception staff who will stamp the document with the date of receipt and scanned onto the computer system;
- 2) The member of the practice reception staff must then pass the correspondence/report/results to the healthcare professional that referred the patient
- 3) The healthcare professional that receives the correspondence/report/results will decide what action to take;
- 4) The correspondence/report/results will be added to the patient's paper or electronic record;
- 5) If the correspondence/report/results are scanned into the patient's electronic record then the paper copy will be kept on file for three months before being destroyed.

### Electronic reports/results

- 1) Electronic reports/results must go to the email inbox of the member of staff responsible for taking action on those results;
- 2) The practice reception staff will redirect the electronic reports/results to the healthcare professional that referred the patient or, if that is not indicated on the report/results, the patient's registered GP or the duty doctor;
- 3) The healthcare professional that receives the report/results will decide what action to take in accordance with practice procedures.

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## Absence

There will always be a member of staff within the practice to handle the incoming correspondence/reports/results.

When the referring GP and the patient's registered GP are on leave the duty doctor will review the correspondence/report/results and decide what action to take.

## Review

This policy will be reviewed within three (3) years of its implementation, or sooner if any new systems of communication or reporting are introduced, such as revisions of the EMISWeb or pathology linkage systems.

## Declaration

This policy will be binding upon all employees of the Peninsula Medical Practice from the 1st October 2012.

We, the partners, have reviewed and accepted this policy.

Dr Diane Ruell  
Dr Michael Bunter  
Dr Nick Gent

13<sup>th</sup> October 2012

Reviewed and amended

1<sup>st</sup> March

2014

