

# Critical Lab Results

## Alerts and Notifications System

**NEW PROCESS:** The “Alerts and Notifications” system will send **critical lab result** notifications to **On Call Team Pagers** with a request to confirm alert receipt by the provider.

An alert event summary document “*Critical Lab Result Documentation*” will be posted to the patient record in StarPanel when a provider: 1) acknowledges or 2) rejects an alert, or when an alert is escalated back to the lab due to no response.



**The provider must respond to the alert within 10 minutes**

### To Respond to an Alert via Telephone:

1. Dial the **phone number** provided in the page: **3-5231**
2. Enter the **phone ID**.  
The phone ID is a 7 digit **Team Pager** number.
3. The system will ask for identity confirmation, then it will read the unique **alert id** provided in the page and will ask the provider to:
  - Press **1** to **accept** the alert
  - Press **2** to **reject** the alert

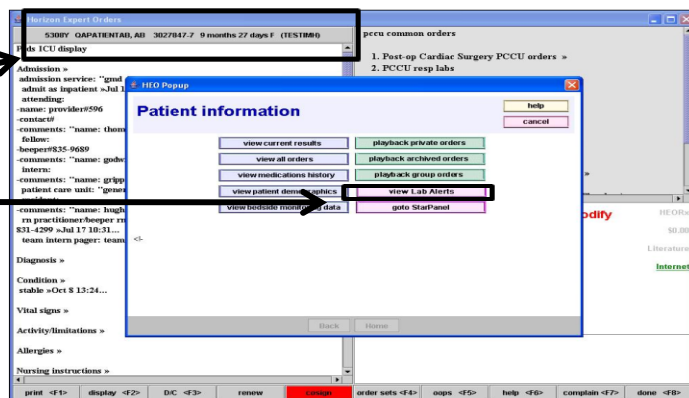
### To Respond to an Alert via StarPanel:

1. Log in to Star Panel
2. Click the **Ack. alerts** link in the black menu bar under **Work Lists**
3. Search for the alert by **alert id**, **phone id**, **MRN**, or **patient name**. Click:
  - “**Acknowledge**” to accept the alert
  - “**Not My Patient**” to reject the alert.



### To Respond to an Alert via WIZ ORDER System:

1. Log in to Wiz Order
2. Click on the gray bar with patient name in the upper left while in an order entry session
3. Click on the “view Lab Alerts” button in the patient information window. Alerts web application will load in the new browser
4. Patient alerts for the last 24 hours will be displayed. Click:
  - “**Acknowledge**” to accept the alert
  - “**Not My Patient**” to reject the alert



*(Alerts that have not been acknowledged will be escalated back to the lab, for handling with the lab’s existing manual process. Notification pages will be sent to the providers about these escalations.)*

**Please call the VUMC Help Desk @3-HELP (3-4357) if you experience difficulties with the system.**