



# COMMUNITY MENTAL HEALTH ADMINISTRATION

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Date: February 4, 2013  
To: MCCMH Directly-Operated Network Providers  
From: John L. Kinch  
Executive Director  
Re: **EXECUTIVE DIRECTIVE 1 / 2013  
Notification of Critical Laboratory Results and  
Values**

The attached procedural guideline, developed by the MCCMH Office of the Medical Director, is immediately effective. Its purpose is to establish guidelines for the identification, confirmation and reporting of critical laboratory values. Your attention to, and compliance with, the attached procedural guideline is expected in order to continue to provide prompt and appropriate care for persons served by Macomb County Community Mental Health.

Please note that this procedural guideline shall be adopted into a comprehensive MCCMH Nursing Manual, which is currently in development.

You may access this and other Executive Directives by visiting the MCCMH Policy Manual internet website at the following address:  
<http://www.mccmh.net/AboutMCCMH/PolicyManuals.aspx>



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**MACOMB COUNTY COMMUNITY MENTAL HEALTH  
OFFICE OF THE MEDICAL DIRECTOR**

**Notification of Critical Laboratory Results and Values**

**February 4, 2013**

**I. Purpose**

This procedural outline establishes guidelines for the identification, confirmation and reporting of laboratory critical values; these procedures are essential in providing prompt and appropriate care in life threatening situations for persons served by Macomb County Community Mental Health (MCCMH).

**II. Policy**

It is the policy of the Office of the MCCMH Medical Director that MCCMH laboratory providers establish, identify, confirm and report laboratory critical values in accordance with nationally established medical guidelines.

**III. Procedures**

- A. Each MCCMH laboratory provider shall establish core laboratory critical values in accordance with nationally established medical guidelines, an updated copy of which should be provided to the MCCMH Medical Director's office.
- B. All laboratory results with critical values must be reported to a healthcare professional as soon as possible after test completion for proper and prompt care:
  - 1. DURING REGULAR OFFICE HOURS:
    - a. FIRST CALL  
If the results become available during regular office hours, the laboratory must contact the MCCMH ordering physician immediately. The ordering physician will take appropriate measures based on medical standards.
    - b. SECOND CALL  
If the ordering physician is not available, the laboratory must contact the MCCMH ordering physician's clinic nurse. The nurse will take appropriate measures based on nursing standards.
  - 2. AFTER REGULAR OFFICE HOURS:
    - a. FIRST CALL  
If the results become available after regular office hours, the laboratory must contact the MCCMH primary on-call nurse immediately. The contact phone number for the primary on-call nurse is (586) 469-7410. The nurse will take appropriate measures based on nursing standards.

b. **SECOND CALL**

If the primary on-call nurse is not available, the laboratory must contact the MCCMH secondary on-call nurse. The contact phone number for the secondary on-call nurse is (586) 469-9203. The nurse will take appropriate measures based on nursing standards.

C. Appropriate documentation shall be made by both the laboratory and the clinician/healthcare professional.

D. The following protocol has been established for notification of critical values:

<b>Call order</b>	<b>During office hours</b>	<b>After office hours</b>
First call	Ordering Physician	CMH Primary on-call nurse (586) 469-7410
Second call	Ordering Physician's clinic nurse	CMH Secondary on-call nurse (586) 469-9203

E. This procedural guideline shall be adopted into a comprehensive MCCMH Nursing Manual, which is currently in development.