



Critical Test Results Management Solution

While it is crucial and required that radiologists communicate critical findings to referring physicians in a timely manner, this activity poses workflow and logistical challenges that can impact the efficiency and productivity of a radiology department. M*Modal Fluency for Imaging's integrated Critical Test Results Management (CTRM) solution is designed specifically to accurately capture, document, and communicate these critical test results to address the requirements of both your organization and the Joint Commission.



M*Modal Fluency for Imaging's CTRM Solution

Integrated and Efficient Workflow

Seamlessly integrated into the M*Modal Fluency for Imaging Reporting workflow, the CTRM module supports the notification and documentation of a critical finding at the time of diagnostic interpretation. If the finding dictated by the radiologist is urgent and designated within the system as a 'red alert', the finding would be communicated by phone and the read-back verification documented within the report automatically. Options also allow for manual intervention or automated communication and escalation through the organization's messaging system.

Additionally, the CTRM module supports the identification of 'non-urgent critical findings' (yellow or orange alerts) which can be added to a worklist for communication and/or follow up.

Automated Communication and Escalation

All CTRM activities are tracked to monitor the notification process and can be reported out for review of compliance. These CTRM capabilities meet the Joint Commission National Patient Safety Goals and the American College of Radiology (ACR) critical results reporting guidelines.

As part of M*Modal Fluency's flexible technology platform, the CTRM solution can be integrated with third-party communication and escalation systems. With M*Modal's solution, this labor and time-intensive process can now be fully automated and audited, freeing up resources for what matters most—quality of care.

Critical Findings		Red Alert	
PATIENT NAME:	MEDICAL REC NO:	D.O.B:	GENDER
DEMO, SULLIVAN	DEMO5202882	6/26/1972	M
EXAM DESCRIPTION:	ACCESSION NO:	STUDY DATE TIME:	
CHEST	DEMO151125	2012-06-02 16:55:00Z	
REFERRING PHYSICIAN:	PHONE:	EMAIL:	
SMITH, DOCTOR	412-422-2002	DOCTOR.SMITH@HOSPITAL.COM	
<p>Impression</p> <p>Large right-sided pneumothorax.</p> <p>Critical Findings Communication</p> <p>The critical information above was relayed directly by me [by telephone] to [DOCTOR] on [7/20/2012] at [13:12 PM] with read back verification.</p>			

M*Modal Fluency for Imaging's integrated CTRM solution automatically documents read-back verifications within reports for red-alert findings.

Critical Test Results Management Solution Features and Benefits

Features:

- Integrated within the M*Modal Fluency for Imaging Reporting workflow as web-based workflow extension
- Automated, voice-command interface
- Support of non-urgent critical findings workflow
- Web portal providing access to all CTRM activities that can be searched, audited, and reported on to meet compliance standards

Benefits:

- Automates the capture, documentation, and communication of critical findings
- Improves productivity and efficiency of both radiologists and referring physicians
- Ensures compliance with Joint Commission, ACR, and other regulatory bodies
- Boosts quality of care and patient outcomes