


BHS Policies and Procedures

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| City and County of San Francisco Department of Public Health San Francisco Health Network BEHAVIORAL HEALTH SERVICES | 1380 Howard Street, 5th Floor San Francisco, CA 94103 415.255-3400 FAX 415.255-3567 |
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POLICY/PROCEDURE REGARDING: BHS Laboratory Ordering and Results

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| <p>Issued By:  EB51A346C32641B...</p> <p>Maximillian Rocha, LCSW Director of Systems of Care</p> <p>Draft Date: February 8, 2023</p> | <p>Manual Number: 3.01-6</p> <p>References: California Department of Public Health regulations, 42 CFR Part 2, HIPAA, California Health and Safety Code, Section 123148(f)</p> |
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Technical Revision: Replaces Policy 3.01-6 dated 3/3/2017

Equity Statement: The San Francisco Department of Public Health, Behavioral Health Services (BHS) is committed to leading with race and prioritizing Intersectionality, including sex, gender identity, sexual orientation, age, class, nationality, language, and ability. BHS strives to move forward on the continuum of becoming an anti-racist institution through dismantling racism, building solidarity among racial groups, and working towards becoming a Trauma-Informed/Trauma Healing Organization in partnership with staff, clients, communities, and our contractors. We are committed to ensuring that every policy or procedure, developed and implemented, lead with an equity and anti-racist lens. Our policies will provide the highest quality of care for our diverse clients. We are dedicated to ensuring that our providers are equipped to provide services that are responsive to our clients' needs and lived experiences.

Purpose: To provide policy and guidance for laboratory ordering (also referred to as diagnostic testing), review of laboratory results, and documentation of clinical actions related to laboratory results. To ensure continuity, efficiency and appropriateness of client care. To ensure compliance with state and federal laws and regulations associated with diagnostic testing. To provide consistency within the San Francisco Health Network for clients viewing their laboratory result(s) in a client electronic health record website (also referred to as consumer website portal).

Scope: This policy applies to San Francisco Health Network Behavioral Health Services (BHS) and BHS-affiliated ambulatory care mental health programs and staff, except the Private Provider Network (PPN). This policy does not apply to Substance Use Disorder Treatment programs.

Policy:

1. BHS complies with all State and Federal laws and regulations governing medication monitoring, laboratory activities and client health records.
2. As a component of the BHS health record, the BHS electronic laboratory ordering system will be utilized to transmit and document BHS outpatient laboratory orders and results.

3. Diagnostic test results shall be evaluated in a timely manner and review of results documented.
4. BHS respects the privacy expectations of clients regarding their protected health information (PHI) and will maintain, secure and use PHI only in a manner permitted by and consistent with the privacy laws, substance use disorder confidentiality, and other relevant statutes. Notification of the client will be done per his/her instructions in accordance with HIPAA regulations.

Procedures:

1. Providers shall order labs electronically via OrderConnect whenever possible.
2. Laboratory tests should be sent to the BHS contracted laboratory (currently Labcorp). Exceptions are when client care or the health care payer precludes this, including clients who have a Kaiser health plan where laboratory tests are required to be done at Kaiser.
3. Laboratory results will be reviewed by a provider in a timely manner and clinical action(s) initiated as appropriate.
 - a. Non-critical laboratory results will be reviewed within 20 working days or 1 calendar month.
 - b. Critical laboratory results communicated to the ordering clinic or provider will be addressed within 1 business day of receipt of results.
4. Laboratory results may be reviewed by providers other than the ordering provider as appropriate and according to local clinic policy and procedure. The reviewing provider shall take responsibility for any necessary clinical action.
5. BHS laboratory results shall be documented as reviewed in the electronic medical record.
 - a. For electronic laboratory results, document the review in the electronic health record
 - b. For all laboratory results, document evaluation of results and any actions(s) in Progress Notes consistent with the CBHS Medical Records Policy 3.10-02.
6. Prior to the closing of an episode of care, the provider will ensure that all laboratory results have been documented as reviewed.

Definitions:

Reviewed: indicates that the test results have been evaluated by a provider who takes responsibility for any necessary clinical action

Critical Test Results: extreme and possibly life-threatening values

Abnormal Test Results: results outside of the normal reference range

Avatar: current electronic medical record used by Behavioral Health Services of the City and County of San Francisco

OrderConnect: current software used by Behavioral Health Services of the City and County of San Francisco for electronic prescribing of medications, and for ordering and receiving of laboratory tests

Contact Person: BHS Chief Medical Officer

Distribution:

BHS Policies and Procedures are distributed by the DPH Quality Management Office of Regulatory Affairs.

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