

Women's Health/RPMS Pap and Cervical Procedures Tracking Policy and Procedure

Policy: It is the goal of the clinic to assure that all of the Paps and cervical procedures performed are entered into the Women's Health System and that all of the results are accounted for so that appropriate, timely patient notification and follow-up can be initiated, and that this information can be readily retrieved.

Procedure: This tracking occurs through WH (Women's Health) RPMS and through maintaining a log of all cervical specimens obtained for evaluation and sent to an outside laboratory. This is accomplished by the Phlebotomist and Women's Health Care Coordinator (WHCC) as follows:

MD/Provider:

- Performs the procedure with the assistance of a nurse or MA
- Completes the lab slip or directs the nurse to do so.

Nurse/MA:

- Submits the specimen, the lab requisition and billing information to the Phlebotomist

Phlebotomist received the specimen and lab requisition from the nurse and:

- Enters the specimen type (from now on referred to as the pap) and the date performed into the Women's Health Log at the front of the Women's Health Lab Book.
- Places a copy of the requisition into the Women's Health Lab Book.
- Enters/"opens" the pap into WH/RPMS system, which minimally includes the date done, Provider and procedure. Reviews the log to assure that the results are returned in a timely manner.

Receives the pap results from the Health Information Management (HIM) lab fax and:

- Makes a copy of the pap and matches it with the requisition and places it into the Women's Health Binder which is kept in the lab.
- Enters the date the results are returned into the WH Procedure Log
- Stamps the results with the "Women's Health F/U" stamp.
- Places the report in the WHCC folder in the charting room.
- If the results are abnormal and the WHHC is absent, she will make a copy of the results for the WHCC and route the original to the Provider who performed the procedure
- If the WHCC is out of the clinic more than 3 days all of the pap results will be routed to the ordering Providers.

Women's Health Care Coordinator (WHHC), for routine follow-up:

- Receives the pap test and enters the results and the follow-up needed into WH/RPMS, the latter 2 will also be seen in the Health Maintenance Reminders in the Health Summary and on the PCC+. Routine screening follow-up is based upon the ACOG, 2003 Cervical Cancer Screening Guidelines, unless other clinical information is known that would change that routine screening schedule.
- Returns the pap result, which may have the RPMS/WH Patient Profile stapled behind the result, with either a letter paper clipped behind the results (if routine follow-up or follow-up otherwise known) or without a letter to the Provider for their final review and follow-up determination.
- "Ques" a reminder letter to be sent to the patient one month before the next procedure is due.

MD/Provider:

- Reviews the results with the attached letter and proposed follow-up if noted.
- Indicates the follow-up needed (i.e. routine pap in one year) on the results, in the stamped follow-up area.
- If a letter is with the results and the letter is appropriate to the plan, she/he will sign the letter.
- Returns the signed letter and corresponding pap result to be mailed
- If the letter indicates a plan other than what the Provider recommends or if a letter has not been generated she/he will return it with the recommended plan to the WHCC folder for completion.

Women's Health Care Coordinator (WHCC) for abnormal cervical procedures tracking or if the patient is on surveillance follow-up will:

- Enter the results of the abnormal pap of colposcopy in WH/RPMS.
- Enter LEEP/CONES which have been performed elsewhere into the WH Patient Profile.
- Generate the result letter and follow-up needed based on the 2006 ASCCP Consensus Guidelines or the previous plan for abnormal follow-up and will indicate this on the result. If follow-up is less clear, she will return the results to the Provider for recommendation.
- Enter the follow-up into RPMS/WH
- Route the pap results with the proposed follow-up and letter to the Provider for review
- Make a "tickler appointment" through the RPMS scheduling package so that the patient will be called for an appointment 2-4 weeks before the next cervical procedure is due
- Will review the completed Tickler appointment schedule to see if all patients have been scheduled. If the Receptionist had been unable to contact the patient another reminder letter will be sent to the patient. She may also attempt to call the patient or if there is no working phone number attempt to locate a new phone number. A certified letter may also be sent.
- May generate a bright green "Important Follow-up Needed" reminder form to alert the Provider and Nurse handling the chart to review the chart to determine if follow-up is/ has occurred. This green sheet will be returned to the WHCC when follow-up is completed. This reminder form is not a permanent part of the chart.
- Will not "close" in WH but keep "open" either the abnormal procedure or a previous procedure that began the surveillance extending the "open" time to one month after the follow-up procedure is due. This may be either be "closed" or left open extending the date again to when the next surveillance follow-up cycle is to be completed.

Each patient generally receives written notification unless the patient has clearly indicated that she does not want this. On occasion she may receive a phone call from the Provider or his/her designee or will receive the results in person. This should be indicated on the result or progress note.

Women's Health Care Coordinator (WHCC) will also:

- Conduct a monthly review of "delinquent" procedures in RPMS/WH. These are the procedures which results have not been posted within 30 days. She works with the Phlebotomist to retrieve the results and routes them to the Provider for follow-up.
- Other "delinquent" procedures may be the abnormal ones that had been left open and are overdue for follow-up. She will see if appointments have been scheduled or if further notification is needed.
- Update, change and add notification or reminder letters in WH/RPMS as needed and may on rare occasions generate a non-RPMS letter.

Health Information personnel

- Retrieves the letters, copies them, indicates that they have been sent and mails them.
- Files the copy of the letter and lab results.