



## Test/Referral Tracking Log

### Rationale

Communication failures are the leading root cause of delays in diagnosis, misdiagnosis and delays in treatment. Monitoring, tracking and notification of test/referral results will assist in minimizing these communication failures. A tracking log is designed to monitor the ordering of tests, referrals and notification of results to the patient.

- It is important to define the information that needs to be tracked, specific actions to be taken, and who is responsible for overseeing the tracking system.
- The tracking system should not be too complicated. The fewer steps involved and number of handoffs required, the less opportunity there is to misroute information, or have something “slip through the cracks”.
- Special attention should be given to clinically significant results (critical lab values), and a procedure should be in place for communicating this information.

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