AT THE FOREFRONT
UChicago Medicine

To: UCMC *Medical Staff, House Staff, APPs, Nursing Staff, Pharmacists, Patient Care Centers, and Outpatient Clinics*

From: Melissa S. Pessin, MD, PhD
Professor and Vice Chair, Clinical Pathology
Medical Director of Hyde Park Clinical Laboratories and Alternative Site Testing

Lorena Chesebro, MBA
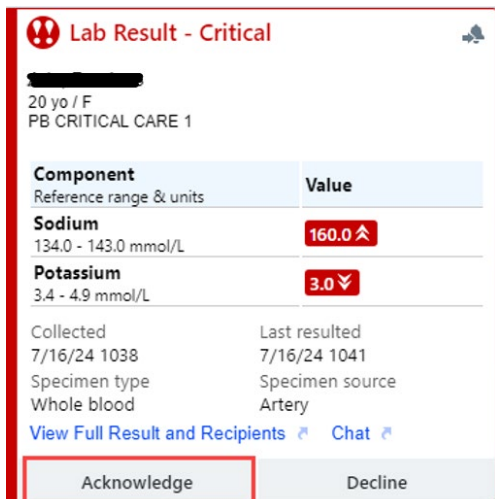*Director, Laboratory Quality, Safety and Compliance*

Date: 4/15/2025

Subject: Laboratory Critical Value Communication change

Effective Date: 4/16/2025

Laboratory Section: Clinical Laboratories at Hyde Park, Orland Park, Silver Cross Cancer Center, and Northwest Indiana

Summary:

An Epic upgrade to version Nov2024 is scheduled for April 16th. A new feature that will go live with this upgrade is Critical Value Closed Loop notifications. This new feature will now send critical results to the care team immediately after results are verified through either Hyperspace or Mobile Platforms so that care team members can see critical results quickly and make time-sensitive decisions about patients' care. Push notification recipients can also acknowledge the results to let others know they have seen it, reducing the time lab users spend calling the care team to confirm they've seen critical results.

If push notifications are not sent or not acknowledged within 15 minutes, then the laboratory to follow manual process (phone call/page).

Please refer to Epic Upgrade spring 2025 email sent out on 4/9/2025 at 930am by UCM BSX Communications (attached).

Note- Due to complex algorithm and critical call scenarios, microbiology functionality will be added in the future.

Questions: If there are any questions regarding the change, please contact: Melissa Pessin at Melissa.pessin@bsd.uchicago.edu and Lorena Chesebro at Lorena Chesebro at Lorena.chesebro@uchicagomedicine.org