

**SUBJECT:** **PATIENT CARE INQUIRY**  
**APPROVED BY:** VP Acute Care Services & COO (South) \_\_\_\_\_  
**EFFECTIVE DATE:** December 2004  
**REVISED DATE:** 2008 10 01  
**REVIEW DATE:** 2010 09 29

**Purpose:**

To ensure efficient use of Patient Care Inquiry (PCI) in the provision of patient care.  
 To ensure accountability for information received through PCI.

**Policy:**

The Regional Nurse is professionally and legally accountable for ensuring appropriate action be initiated based on information received through PCI.

Regional Nurses are:

- Accountable for follow-up of any test he/she has ordered.
- To ensure that their patient list through PCI is current.
- To ensure requisitions for tests/procedures are completed accurately, thus eliminating the risk of patient information being missed.

Regional Nurses taking leave must provide their relief with a list of outstanding or unattended patient's tests to be reviewed in their absence.

**Procedure:**

Ordering procedure to allow for appropriate resulting of patient information in Patient Care Inquiry (PCI) Module:

Category	Procedure
Regional Nurse ordering independently and no other provider to receive results in PCI	Regional Nurse documents self as Attending Provider and Ordering Provider.
Regional Nurse consults with physician and receives order from the same	Regional Nurse documents self as Attending Provider and Physician as Ordering Provider.
Physician orders procedures in the clinic following a patient visit.	Document the physician as the Attending Provider and Ordering Provider and the Regional Nurse as Other Provider.

\* All Practitioners listed as Attending, Ordering and Other Providers will be flagged with results in PCI.

**Follow-up process are when Regional Nurses in the clinics are going on or returning from leave.**

- Regional Nurses must maintain an updated list of patients in the PCI module (this involves viewing results, providing related care as required, and deleting results which have been attended to).
- Regional Nurse going on leave shall print a copy of their outstanding (not attended to) patient list and review it with their relief prior to leaving the community.
- The relief nurse will then add these patients to his/her list in PCI where he/she will be able to access the results (therefore assuming responsibility for follow-up of those procedures).
- Prior to leaving the community the Regional Nurse providing relief shall print a copy of their outstanding patient list and review it with the Regional Nurse. The relief Regional Nurse must also delete all names from that community from their list.
- When Regional Nurses go to another clinic to perform relief work, he/she must also follow the procedure above and ensure that the patient list for that clinic is empty upon leaving.

**PCI Flags:**

D = Direct care responsibility

d = Courtesy notice

O = ordering provider

\* = indicates a new result is online. After viewing recent clinical results and/or recent abnormal results the asterisk will drop off.

**NOTE:** If the asterisk is red it means that there is an **abnormal** laboratory result.