

Title: <i>Process for Reporting Images Errors to PACS</i>			
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		Distribution: Refer to Scope	
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PURPOSE: To establish guidelines for ensuring that imaging errors are reported to PACS for correction.

SCOPE: This policy applies to the Radiology Departments at UAB Medicine (main campus and Highlands campus) and all ambulatory clinics.

POLICY STATEMENT: It is our belief that patients receiving Radiology exams and Procedures shall receive the highest quality technical services with minimum risk for patient safety.

ASSOCIATED INFORMATION:

- A. **Background Information:** When receiving a request for a Radiological exam, the radiologic technologist shall review the requisition to verify patient information and the exam to be performed.

POLICY:

- A. When an exam is performed and the technologist verifies the wrong side has been marked:
- Technologist must page PACS-On-Call for immediate assistance.
 - Technologist must inform the PACS person of the error that has occurred and their action plan.
 - PACS will remove those images in order for the technologist to resend the images with the correct marker.
- B. When an exam is performed and the images are processed with another patient's information:
- Technologist shall contact PACS-On-Call with details of the error and the correct patient information.
 - Technologist shall not request for the images to be deleted by PACS personnel.
 - PACS will cancel the order and revise the study information to make the images appear on the patient who received the study.
 - A new request for the exam on the correct patient must be entered in Cerner by the technologist or technologist supervisor for the images to be read by the Radiologist. Place the order under "Universal Provider" as the ordering physician.
 - Technologist shall place and complete the study of the new exam.
 - Technologist shall contact PACS-On-Call to notify when the images are complete.
 - Technologist shall send an email to RIS-On-Call to have the charges credited for the incorrect patient. This is performed after the final report is issued.
 - The technologist shall notify the supervisor and ordering physician, stating that the charges will be removed for the incorrect exam.
 - An incident report must be filed via "Trend Tracker" for Risk Management.

- C. When an exam is performed on the incorrect patient:
- Technologist shall contact PACS-On-Call with specific details of the error.
 - Technologist must clearly state that the “images are not of this patient”.
 - Technologist shall not request for the images to be deleted by PACS personnel.
 - Technologist shall notify the supervisor and physician taking care of incorrect patient of the error, stating that the charges will be removed for the incorrect exam.
 - Technologist shall notify ordering physician of the correct patient about the delay of the exam.
 - The exam on the correct patient should be performed on the correct patient immediately.
 - Technologist shall notify the supervisor of the error.
 - A request for the exam must be entered in Cerner on the incorrect patient in order for the images to be read by the Radiologist. Place the order under “Universal Provider” as the ordering physician.
 - Technologist shall contact RIS-On-Call to remove the charges.
 - An incident report must be filed via “Trend Tracker” for Risk Management.
- D. For times when errors are identified or reported on the following day (i.e., AM Portables), the supervisor or designee shall contact PACS-On-Call and RIS-On-Call.
- E. If the error is found by the clinician or staff, the supervisor shall notify the Radiologist prior to contacting PACS in case the exam has not been read.
- F. If found by the Radiologist, the supervisor shall contact PACS-On-Call and ensure there are no charges for wrong patient or exams performed on incorrect anatomy.
- G. Disciplinary Actions will be imposed for failure to properly identify a patient.
- H. When an exam is performed of the incorrect anatomy:
- Technologist shall contact PACS-On-Call with specific details of the error. The technologist must clearly state the incorrect anatomy on the image/s in order for PACS personnel to enter this information in their report.
 - Technologist shall not request for the images to be deleted by PACS personnel.
 - A new request for the incorrect anatomy imaged must be entered in Cerner by the technologist or technologist supervisor for the images to be read by the Radiologist. Place the order under “Universal Provider” as the ordering physician.
 - Technologist shall place and complete the study of the incorrect exam.
 - Technologist shall send an email to RIS-On-Call to have the charges credited for the incorrect patient. This is performed after the final report is issued.
 - Technologist shall contact PACS-On-Call to notify when the images are complete.
 - PACS will move the images over from the original to the new.
 - The technologist shall notify the supervisor and ordering physician, stating that the charges will be removed for the incorrect exam.
 - Technologist shall notify ordering physician of the correct patient about the delay of the exam.
 - The correct anatomy should be performed immediately.
 - An incident report must be filed via “Trend Tracker” for Risk Management.

REFERENCES: None		
CMS:		TJCH: N/A
NFPA Ref #		
Cross-References (CR): N/A		

ATTACHMENTS: None

INTERDISCIPLINARY COLLABORATION

<i>None</i>	
Physician / Medical Committees	Endorsement Date
<i>None</i>	
Committee(s)/Council(s)	Endorsement Date
<i>Imaging Informatics - Greg Holl, Director</i>	<i>9/28/23</i>
Hospital Department(s)	Endorsement Date

Tracking Record

Supersedes:	Process for Reporting Images Errors to PACS 10/03/11, 08/21/14; 05/02/16; 09/13/23; 09/28/23
File Name:	Process for Reporting Images Errors to PACS R# 28r5a (administrative discrepancy correction)
REVISIONS: Consistent with Joint Commission Standards, this policy is to be reviewed at least every 3 years and/or as practice changes.	