



Pathology and Recall/reminder self audit tool

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Principal question:	Yes	No	Sort of
Are you confident that you that you have all the processes and procedures in place with your pathology/recall systems to protect you from patient litigation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other important questions:							
Investigations	Yes	No	Sort of	Recall/reminder	Yes	No	Sort of
All patients are recalled for abnormal results (Urgent Return) within 1 week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All GPs in the practice know how to initiate a recall (and do so)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All patients marked as "Discuss" are recalled within 1 month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recalls are added for abnormal results (e.g. Repeat PAP Smear in 3 months)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 attempts are made to contact patients with abnormal results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recalls are proactively undertaken and followed through	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attempts made to contact patients are recorded in the patient's record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff create recall lists on a regular basis and patients are contacted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient record is "marked as notified" by all GPs once results are discussed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If a patient does not respond to the first reminder a follow-up letter or phone call is initiated and added to notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to identify patients who have not presented for ordered investigations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is a 3 rd reminder sent by registered mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The pathology management procedures are followed up by all GPs of the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All attempted contacts are clearly recorded in the patient's record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a procedure in place to ensure the patient has attended a specialist appointment after abnormal results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The recall management procedures are followed by all GPs in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All abnormal PAP smears are discussed and any referrals and follow-up tests monitored and recorded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reminder systems are in place for adult and child immunisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All practice staff are aware of the pathology management procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All staff are aware of the recall/reminder procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The investigations policies and procedures are clearly documented in the "Policy and Procedures" manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The recall/reminder policies and procedures are clearly documented in the "Policy and Procedures" manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A procedure is in place for results to be checked by another doctor when a doctor is sick or absent at short notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Accurate records are kept to avoid sending recalls to deceased or inactive patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General questions	Yes	No	Sort of
I feel very confident that our pathology management and recall/reminder systems are working well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel overwhelmed by the complexity of setting up pathology management and recall/reminder systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am confident that our pathology management and recall/reminder systems would successfully pass accreditation/reaccreditation scrutiny.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My practice has a successful "team" approach by all members of the practice in its pathology management and recall/reminder systems and this is documented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would appreciate assistance by my division in helping to set up pathology management and recall/reminder systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Pathology and Recall/reminder self audit tool

What is it?

The self-audit tool is a page of statements to which you respond by ticking the appropriate response which will then provide a snapshot of “where a practice is at” with regard to their recall and pathology management systems.

How to use the self-audit tool

Ideally the doctors and key practice staff of a practice would go through the audit tool at a staff meeting and then agree on the procedures necessary for implementation of improvements to the recall and pathology management systems. A division staff member could facilitate such a meeting. All suggestions and decisions made **MUST** be documented at the meeting and afterwards printed for the others to review. Further meetings and/or training may be required to assist the implementation process.

Requirements

A more efficient pathology management and recall system depends on:

- **consistency** by all GPs in how pathology and recall is handled
- **teamwork** between GPs and staff
- **a willingness to learn new ways** in doing things (especially if using electronic methods)
- **an agreement on definitions**, e.g. all GPs have a common definition of *Urgent*, *No Action* and *Discuss* when marking off results

Outcomes of using the self-audit tool

Using the audit tool should lead to:

1. **Creating a Policy:** What the practice wants to achieve and why it wants to achieve it.
2. **Developing a Procedure:** How it is going to do be done.

And thus provide:

- the best clinical outcomes for patients
- protection against litigation
- compliance with Government initiatives
- compliance with Accreditation/Re-accreditation expectations.

Feedback to:

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