



Policy and Procedure of Communication of
Critical Results in Radiology Imaging

AMRH/RAD/P&P/003/Vers.02
Effective Date: July 2022
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Institution Name: Al Masarra Hospital					
Document Title: Policy and Procedure of Communication of Critical Results in Radiology Imaging					
Approval Process					
	Name	Title / Designation	Institution	Date	Signature
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Content Table:

Acronyms	3
1. Introduction	4
2. Scope	4
3. Purpose	4
4. Definition	4-5
5. Policy	5
6. Procedure	5-6
7. Responsibility	6
8. Document History and Version Control	7
9. Related Documents	7
10. References	7
Appendices	8-12
Appendix 1. Flowchart of Radiology Critical Results Management.....	8
Appendix 2. Critical Result Registration Form	9
Appendix 3. Audit Tool.....	10
Appendix 4. Document Request Form	11
Appendix 5. Document Validation Checklist	12



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Acronyms

AMRH	Al Masarra Hospital
PRO	Public Relations Officer



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1. Introduction

The development of a solid fail-safe notification system for relay of critical image findings to health care providers is essential to avoid potentially catastrophic consequences for patients, thus, the development of this policy and procedure for Al Masarra Hospital (AMRH).

2. Scope

This document is applicable to all healthcare workers, radiology department, clinical department, nursing department and hospital administration of Al Masarra Hospital (AMRH).

3. Purpose

3.1 To reduce adverse events that result from delays in communicating critical radiology results.

4. Definitions

4.1 **Life-threatening cases:** findings that suggest a need for immediate or urgent intervention. Generally, these cases may include such findings:

4.1.1 All vertebra fracture of dislocation

4.1.2 Skull Fracture

4.1.3 Pelvis Fracture

4.1.4 Rib Fracture

4.1.5 Hemothorax

4.1.6 Pneumothorax

4.1.7 Foreign Body

4.1.8 Misplaced tube or catheters

4.2 **Discrepancy:** Findings that are discrepant with a preceding interpretation of the same examination and where failure to act may adversely affect patient health.



- 4.3 **Serious but not life-threatening findings:** findings that the interpreting physician reasonably believes may be seriously harmful to the patient's health and may not require immediate attention but, if not acted on, may worsen over time and possibly result in an adverse patient outcome.

5. Policy

- 5.1 All radiographer in the Radiology department must identify emergency and life-threatening cases that appear in radiology images and promptly communicate these to the ordering doctors.
- 5.2 Serious but not life-threatening findings must be dealt with and acted on accordingly by the ordering physician.

6. Procedure

- 6.1 Critical results and discrepancies should be communicated speedily when discovered.
- 6.2 The steps in verbal notification of results:
- 6.2.1 Radiographer shall call the ordering physician and communicate the critical results, discrepancies and/or all serious but not life-threatening findings.
- 6.2.2 If no response after 10 minutes, a call should be made to the nurses of the relevant department.
- 6.2.3 If the client is an in-patient, call the nurses station and get the physician through them.
- 6.2.4 If no response after 10 minutes, the radiographer shall call the Nurse In-Charge.
- 6.2.5 If no response after 10 minutes, the radiographer shall call the Public Relations Officer (PRO) of the Public Relations and Patient Services Department.
- 6.2.6 Radiographer should document the communication with the following information:
- 6.2.6.1 Name of contact
- 6.2.6.2 Time



6.2.6.3 Date

6.2.6.4 Patient Data

7. Responsibility

7.1 The Radiographer Shall:

7.1.1 Identify the critical result, initiate the communication, and document the outcome in a timely fashion.

7.2 The Ordering Physician Shall:

7.2.1 Acknowledge the receipt of the critical result and take the necessary actions.

7.3 All Nurses Shall:

7.3.1 Support the physician and manage the condition by highly observing the patient and connect between the communicated parts such as informing the PRO if needed.

7.4 Public Relations Officer (PRO) Shall:

7.4.1 Supervise and ensure that the case is communicated professionally and provide the support whenever needed.



8. Document History and Version Control Table

Document History and Version Control			
Version	Description of Amendment	Author	Review Date
1	Initial Release	Ameer Ali Al Hadi	May 2021
2	Review and Update	Ameer Ali Al Hadi	July 2025
Written by		Reviewed by	Approved by
Ameer Ali Al Hadi		Kunooz Al Balushi Adrian Sheldon C. Budiongan	Dr. Bader Al Habsi

9. Related Documents

- 9.1 Appendix 1. Flowchart of Radiology Critical Results Management.
- 9.2 Appendix 2. Critical Result Registration Form.

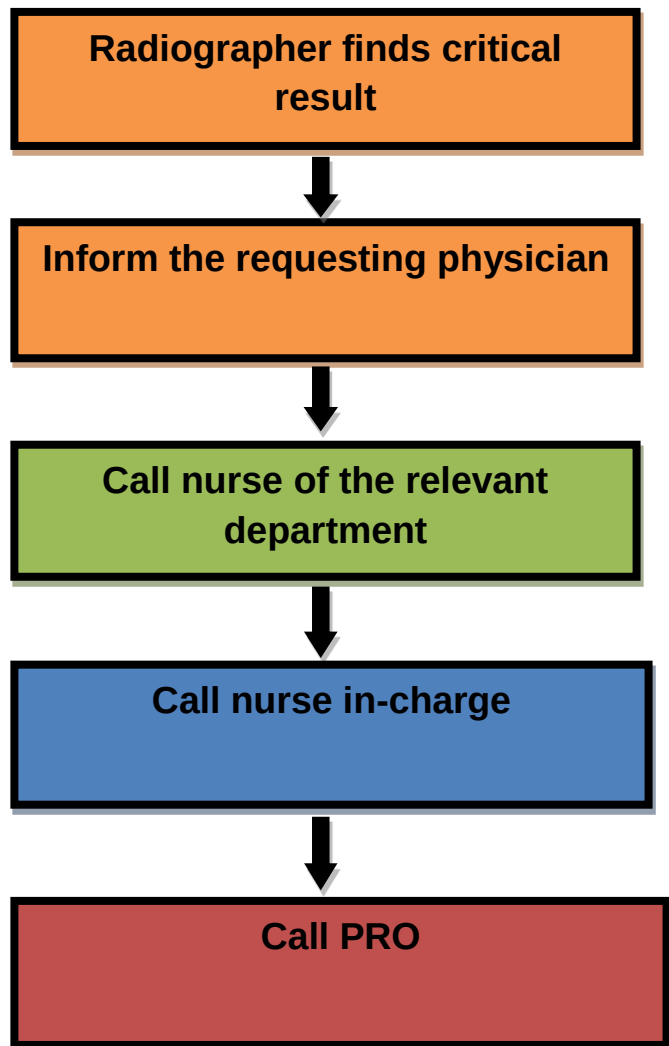
10. Reference

Title of book/journal/articles/website	Author	Year of Publication	Page
Standards for the communication of critical urgent and unexpected significant radiological findings. Second edition	Royal college of radiologists.	2015	

Appendices



Appendix 1. Flowchart of Radiology Critical Result Management





Appendix 3. Audit Tool

Department: _____

Date: _____

S.N.	Audit Process	Standard / Criteria	Yes	Partial	No	N/A	Comment
1	Observation Interview Document review	Do all radiographers in the Radiology department identify emergency and life threatening cases that appear in radiology images?					
2	Interview Document Review	Are critical results communicated speedily when discovered?					
3	Observation Interview Document Review	Did the staff follow the steps in verbal notification of results?					
4	Document Review	Does the radiographer document the critical results communication with a complete information? <ul style="list-style-type: none">• Patient ID, Age and Gender.• Date and Time of discovery.• Report conclusion or Abnormality seen.• Name of the informed to (doctor or nurse) and informed by staff (Radiographer).					



Appendix 4. Document Request Form

Document Request Form			
Section A: Completed by Document Requester			
1. Requester Details			
Name	Ameer Ali Al Hadi	Date of Request	July 2022
Institute	Al Masarra Hospital	Mobile	92720721
Department	Radiology	Email	radiologyamrh@gmail.com
The Purpose of Request			
<input type="checkbox"/> Develop New Document	<input checked="" type="checkbox"/> Modification of Document	<input type="checkbox"/> Cancelling of Document	
1. Document Information			
Document Title	Policy and Procedure of Communication of Critical Results in Radiology Imaging		
Document Code	AMRH/RAD/P&P/003/Vers.02		
Section B: Completed by Document Controller			
<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Cancelled	<input type="checkbox"/> Forward To:.....	
Comment and Recommendation:			
Name	Kunooz Al Balushi	Date	July 2022
Signature		Stamp	





Appendix 5. Document Validation Checklist

Document Validation Checklist					
Document Title: Policy and Procedure of Communication of Critical Results in Radiology Imaging		Document Code: AMRH/RAD/P&P/003/Vers.02			
No	Criteria	Meets the Criteria			Comments
		Yes	No	N/A	
1.	Approved format used				
1.1	Clear title – Clear Applicability	✓			
1.2	Index number stated	✓			
1.3	Header/ Footer complete	✓			
1.4	Accurate page numbering	✓			
1.5	Involved departments contributed	✓			
1.6	Involved personnel signature /approval	✓			
1.7	Clear Stamp	✓			
2.	Document Content				
2.1	Clear purpose and scope	✓			
2.2	Clear definitions	✓			
2.3	Clear policy statements (if any)	✓			
3.	Well defined procedures and steps				
3.1	Procedures in orderly manner	✓			
3.2	Procedure define personnel to carry out step	✓			
3.3	Procedures define the use of relevant forms	✓			
3.4	Procedures to define flowchart	✓			
3.5	Responsibilities are clearly defined	✓			
3.6	Necessary forms and equipment are listed	✓			
3.7	Forms are numbered	✓			
3.8	References are clearly stated	✓			
4.	General Criteria				
4.1	Policy is adherent to MOH rules and regulations	✓			
4.2	Policy within hospital/department scope	✓			
4.3	Relevant policies are reviewed	✓			
4.4	Items numbering is well outlined	✓			
4.5	Used of approved font type and size	✓			
4.6	Language is clear, understood and well structured	✓			
Recommendations ... For implementation More revision To be cancelled					
Reviewed by: <u>Kunooz Al Balushi</u>			Reviewed by: <u>Irvin S. Rio</u>		

