
MEMORANDUM

To : All Laboratory Users
From : Department of Laboratory Medicine
Date : 19 Aug 2022
Re : **Failure of Critical Lab Result Notification via HMS (related to doctor's name)**

Dear Users,

Since the implementation of EPIC in February 2022, critical lab results have been conveyed to doctors via HMS, instead of a telephone call.

It has come to our notice that notification via HMS will not be triggered if the doctor's name listed in the order exceeds the character limit of 10. The issue is currently pending resolution from the relevant IT support teams.

In the interim, for critical lab results associated with orders from doctors whose name exceeds 10 characters, lab will be informing the ordering doctor via telephone.

As a requirement of verbal result notification, it is mandatory for the receiving doctor to perform read back of the result.

Thank you for your patience & understanding in this matter.

Yours sincerely,

Dr Chew Kean Lee
Head of Department
Department of Laboratory Medicine