Augmenting Patient - Radiologist Communication Through Government Mandate: Initial Results from an Implementation to Address the Patient Test Result Information Act

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The Obstacle.....
- Patient Test Result Information Act 112 signed into law by Governor Tom Wolf on 10/24/2018
- Word began to filter to the medical community by end of month
- All radiology practices were given 60 days to develop a solution
- No commercial solution in existence to "help" solve the problem

The Specific "Ask"...
- Beginning December 22, 2018
- Notify patients of significant abnormality in outpatient imaging services
- In radiology, DRs or MFs
- Radiologist will provide results of test
- Not only requires radiologist to notify patients
- Not all facilities have ability to perform this
- Need to build software to do this

The Challenge for Our Organization
- November - by the time a strategic group could be convened
- Holiday preparation - how motivation to tackle new projects by our own IT staff
- In middle of a merger of 14 hospitals, no common IT infrastructure

How Radiologists Can Benefit From Direct Communication With Patients
- Understand the direct impact of radiologists’ day to day work
- To improve overall patient and job satisfaction
- Radiologists: critical understanding of the disease processes they image
- To improve the quality, accuracy and overall impact of radiologists’ work
- To reinforce imaging follow-up recommendations
- To enhance patient satisfaction and relationships among physicians regarding shared patients
- To increase the visibility of the specialty
- To satisfy radiologists’ role as vital members of the healthcare team

Belt & Suspenders Approach
- Belt: Use advanced NLP engine to "search" reports for key elements related to:
  - Critical findings
  - Relevant follow up
  - Recommendations for follow-up within 90 days
- Suspenders: Standard set of macros/tokens inserted at discretion of radiologist that will automatically generate a letter (safety net).