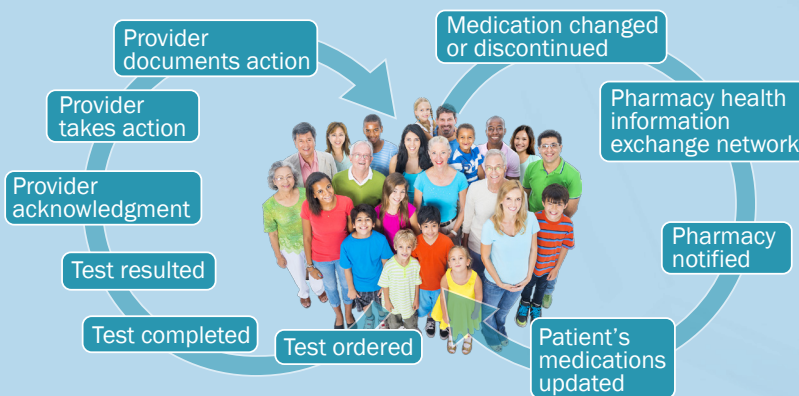


# Health IT Safe Practices for Closing the Loop: Mitigating Delayed, Missed, and Incorrect Diagnoses

## Communicate using health IT to close the loop

- Improve the transmission of information using standards for the formatting of normal, critical, abnormal-noncritical, and abnormal results.
- Improve reporting of actionable findings to include results priority and the required timing of responses to diagnostic testing through adoption of standards.
- Improve the transmission of information using universally recognizable display icons in the EHR for alerts and notifications.
- Enhance the usability of communication of diagnostic results.
- Use existing EHR functionality to automate the notification process.
- Improve notification and reduce alert fatigue through optimizations of alerts.
- Communication of diagnostic results should not be interrupted.
- Communicate diagnostic findings directly to the patient.



## Medication strategies to close the loop

- Adopt NCPDP SCRIPT CancelRX for discontinuation of medication.
- Adopt NCPDP SCRIPT for RXChange clarification of prescription.
- Adopt NCPDP Script RXFILL to notify the prescriber of the status of the prescription.
- Adopt NCPDP standards via incentives.



## Tracking of loop closure using health information technology

- Explore opportunities for tracking, determining where health IT can be used to correct deficiencies and improve tracking.
- Assign accountability for and ensure oversight of tracking.
- Improve tracking by implementing laboratory standards.
- Improve tracking by implementing bi-directional communication.

## Link and acknowledge

- Optimize health IT to link and store an acknowledgment and to record the action taken.
- Develop functionality to communicate actions taken along with or instead of acknowledgments.

