

New Critical Lab Notification Process for Charge Nurses

- eLab Alerts for ALL (both water and clinic)
- Environmental/Water Critical Labs
 - Hospital Services
 - email: HospitalServicesNewayAlerts@nwkidney.org
 - text: 253-209-1197
 - text: 253-370-2478
 - Biomed
 - email: BiomedicalEngineering@nwkidney.org
 - FSS
 - text: 253-880-6466
 - email: FSS@nwkidney.org
 - Home Hemodialysis
 - fax: 206-292-2164
 - call: 206-292-2558
 - email: NKC_HomeDialysis@nwkidney.org
 - Peritoneal Dialysis
 - fax: 206-292-2164
 - call: 206-292-2285
 - email: NKC_HomeDialysis@nwkidney.org
- Clinical Labs
 - Fax to the clinic
 - Call to the clinic

Critical Labs Notifications on the Weekdays

- Alerts for critical labs will be sent in three different ways:
 - 24/7 the clinic will receive a real-time fax from Neway
 - 24/7 the clinic will receive a real-time alert in eLabs (Neway's software)
 - Mon-Fri 8AM-5PM and on Sat 8AM-12PM the clinic will receive a phone call from Neway
- Fax and eLabs alerts happen concurrently in real-time.
- Phone calls are made by the Neway call center during their business hours listed above.
- The clinic will be responsible for notifying the provider and acknowledging the alert in eLabs
- If the alert comes in while the Neway call center is closed, they will call as soon as they open, however, if the alert is already acknowledged in eLabs, they will not call.

Critical Labs Notifications on the Weekends

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- Like the weekday process, the clinics will receive real-time alerts via fax and eLabs alert. However, for the day they are closed, a backup sister clinic in their region will check their alerts for them in eLabs.
- ❖ To ensure full coverage for the days a clinic is closed Charge Nurses are to check eLabs at the beginning and end of their shift for critical lab alerts.
- ❖ Auburn, Broadway, Everett, Fife, Lake City, Rainer Beach, Renton, and Seattle will also serve as back up clinic for their regions and will be responsible for checking eLab alerts for their 'sister' clinics in addition to their own.

Please see below the back-up clinic list.

Clinic	Backup Clinic
Enumclaw	Auburn
Federal Way East	Auburn
Federal Way West	Auburn
Fife	Auburn
Kent	Auburn
Panther Lake	Auburn
Snoqualmie Ridge	Auburn
Seattle	Broadway
Kirkland	Everett

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Lake City	Everett
Auburn	Fife
Bellevue	Lake City
Everett	Lake City
Scribner	Lake City
Burien	Rainier Beach
Port Angeles	Rainier Beach
Renton	Rainier Beach
SeaTac	Rainier Beach
Rainier Beach	Renton
Broadway	Seattle