

COVID-19 Test Results Notifications

Effective April 24, the Advocate Aurora Integrated Care Management team has updated its process for communicating COVID-19 test results to patients who received a test at an Advocate Aurora facility. For both positive and negative results, the process removes the work from PCP offices and emergency departments to call these patients. ACL is currently processing results within 24 hours.

Please note: As part of Advocate Aurora's expanded testing for emergent and urgent/essential surgeries and procedures, the surgeon/proceduralist is responsible for communicating pre-op test results to patients. The Integrated Care Management team is not involved in that process.

How the Integrated Care Management Team Notification Process Works:

If the test was taken at a hospital on Epic

- Both the Care Manager and ordering provider receive the test result in their inBasket
- The Care Manager contacts the patient and documents the notification in the results section, which is also visible in chart review. AMG/AHCMG physicians will also receive note of the patient notification through an inBasket message
- Test results will also appear in the patient's MyAdvocateAurora account

If the test was taken at a hospital on Cerner

- The Care Manager contacts the patient and documents the notification in a telephone encounter in Epic (all patients have an Epic record even if at hospital still on Cerner).
- Patients are directed to communicate the results to their PCP; Providers on EpicCare Link are able to see the information.

BroMenn:

- There is no change to the process at BroMenn. The BroMenn ED is managing all positive test result notifications and the Integrated Care Management team is managing all negative test result notification and documenting in the BroMenn EMR.

If you have any questions, please contact:

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