

ZEROHARM	Standard Work Intermountain Healthcare				
	<u>Key Process:</u> Ensure correct exam/patient <u>Trigger:</u> Imaging Exam Ordered		<u>Performed By:</u> Imaging Technologists <u>Owner:</u> Cindy Binks <u>V:</u> 1.2		
	Timing	Major Steps	Key Points		Reasons Why
Prior to beginning exam	Verify original source order	<ul style="list-style-type: none">Order details should be checked in PowerChart to verify it is a valid orderMake sure all elements of order match online worklist (laterality, patient name etc.)Check special instructions and order comments boxes for special views etc.	<ul style="list-style-type: none">It is important to make sure all elements of the order are correct and understood by technologist prior to beginning exam		
After bringing patient into exam room	Verify patient identifiers and verify they match order	<ul style="list-style-type: none">Ask the patient to tell you their full name and DOB, this should be correlated with patient facesheet or with order visible to caregiver.If patient is unable to verbalize information, patient name band should be used. Parent/legal guardian can also provide the information.Patient room number should NEVER be used as patient identifier.	<ul style="list-style-type: none">Oftentimes, patients are nervous and not completely listening, asking them for the information rather than providing it eliminates this possibility.Verifying with facesheet or equipment worklist ensures data matches.		
	Review and correlate patient history	<ul style="list-style-type: none">Ask patient to describe their pain/problem and point to the area if possible.Verify this matches exam ordered and laterality.Confirm exam with patient. “I am going to be performing a (name of exam) today. Does that sound correct or do you have any concerns?”	<ul style="list-style-type: none">If inconsistencies between order and symptoms exists, STOP AND RESOLVE.Contact ordering provider if needed. Obtain a new order if necessary.		
During exam	Ensure accuracy of all patient exam parameters	<ul style="list-style-type: none">Just prior to beginning exam, make sure the appropriate patient has been selected on equipment worklist. Watch for similar names.Ensure appropriate exam protocol is selected and patient orientation is correct.Ensure correct markers are placed on correct side.Consider “narrating your care” i.e. “I am going to put your right wrist on this plate”.Ensure appropriate annotations are added.Ensure all views and/or series are completed.	<ul style="list-style-type: none">It is necessary for all exam parameters to be correct to ensure an accurate diagnosis.		
After exam	Ensure exam is accurate, sent to PACS, and completed.	<ul style="list-style-type: none">Ensure any exam post processing is completed.Double check patient exam parameters (patient ID, markers etc.).Ensure images are sent to PACS.Ensure exam is “completed” in iCentra.	<ul style="list-style-type: none">Timely and accurate completion of tech workflow is necessary for the radiologists to provide timely and accurate interpretation.		