



## **Alameda County Health Officer Order 20-19: Appendix A**

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### **Instructions and requirements for Alameda County LTCF Administrators/Owners or designees pertaining to notifying the tested individuals (residents, responsible parties, public guardians, and staff) of their test results within 24 hours.**

As indicated in Alameda County Health Officer Order 20-19, the LTCF Administrator/Owner or designee will be responsible for obtaining consent from everyone who is being tested or their attorney-in-fact or guardian. The results of such tests shall constitute Protected Health Information and the LTCF Administrator/Owner or designee shall be responsible for notifying the tested individuals (residents, responsible parties, public guardians, and staff) of their test results within 24 hours. In addition, the LTCF Administrator/Owner or designee will notify the Alameda County Public Health Department and the California Department of Public Health regarding all individual positive test results and comply with all applicable laws and regulations related to reporting COVID-19 test results.

LTCFs must follow through with proper and timely notification of test results to the resident, the resident's primary care physician (PCP), the resident's family or legal guardian. Verbally notify the resident's primary care physician of any critical or unexpected results. If you receive an abnormal result you did not order, notify the resident's PCP.

To ensure that test results are communicated appropriately to LTCF residents, their primary care physicians should adopt, or advocate for, policies and procedures to ensure that:

1. The resident's primary care physician is notified before the disclosure takes place and has access to the results as they will be conveyed to the patient/surrogate, if results are to be conveyed directly to the patient/surrogate by a third party.
2. Test results are conveyed sensitively, in a way that is understandable to the resident/surrogate, and the resident/surrogate receives information needed to make well-considered decisions about medical treatment and give informed consent to future treatment.
3. Confidentiality must be protected regardless of how clinical test results are conveyed.

Additionally, LTCFs should implement policies and procedures that include the following strategies:

- Identify and assign staff to report critical test results timely.
- Establish a method for communicating the results.
- Establish read-back policies appropriate to the communication method that require LTCF staff to ask and document the following: resident's first and last name, COVID-19 test and value, date and time, sender first and last name, and completion of read-back.
- Establish procedures to implement when an attempt to report a test results to the resident's PCP or backup provider fails.

- Document all test result notifications. The documentation includes patient identification, laboratory test and result, date and time of notification, identity of reporter, and the recipient of the critical value.
- Ask that the PCP read back the message for affirmation.
- The goal is to ensure that results reach the PCP, and that treatment is initiated within an established appropriate time frame.
- *All positive COVID-19* test results represent a clinical emergency that places a patient in imminent danger of severe symptoms. Therefore, notification of the PCP within an hour of getting the result is an appropriate time frame.
- Use a standardized form (part of the medical record) to document all communications related to the test result that includes patient identification, test result, date and time of PCP notification, and the identity of reporter.

Questions: contact us – [LTCFOutbreak@acgov.org](mailto:LTCFOutbreak@acgov.org)