

Laboratory tests /Results

You have had blood tests or other laboratory samples taken at this Surgery. These will be sent to the laboratory at St James Hospital by a special courier service that leaves the Surgery every day at 11.30am.

Results

It is our policy that:

- **We** will add the results to your computerised file on their return
- **A Doctor** will ring you directly on receipt of an **important** result that is outside the normal range or one that is significantly abnormal
- **As a routine practice, you are expected to ring the surgery for your results 10 days after the sample was taken**
- In some cases your lab result may be required more urgently. The Doctor/Nurse will inform you when to ring for this urgent result
- We request you to ring for these between 12.00p.m. - 1.00 p.m. Mon -Fri
- Receptionists are authorised to give a result that the doctor has considered normal, to a patient on request
- Receptionists are not authorised to give results that are outside the normal range or deal with queries. You will be asked to discuss these with a Doctor
- **Very often, results outside the normal range are insignificant and not dangerous. Patients asked to discuss results with the Doctor shouldn't worry unduly**
- If a doctor is not immediately available, you will be phoned later
- **We will not routinely contact you to inform you of a normal result.**
- Sometimes blood results get lost and delayed at the lab. We will follow these up and clarify the situation if your phone call indicates results are not back