Clinical Laboratory Update

Secure Chat for the Communication of Critical Lab Results – Applicable to UCH Inpatient, ED, and Procedure Areas Only

The Communication of Critical Lab Values using SecureChat project will go live for all of **UCH Inpatient units on July 23, 2024**.

UCHA implemented the Unified Communications Project in 2023, which now allows for the communication of critical lab values via SecureChat. On July 9th the pilot phase with BMTU, Neuro ICU, Peri-op Services and the ED was completed. The process was observed during the day, overnight, on weekends and holidays and has been successful with lab technicians and end users.

- SecureChat is communicated through Epic. The notification will appear on your desktop or iPhone.
- The laboratory will accept acknowledgment in the form of a text reply or message reaction (emoji). Read receipts will not be accepted as acknowledgement.

Please see the attached job aid, or email Amy Hamill at amy.hamill@uchealth.org if you have any questions.

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