

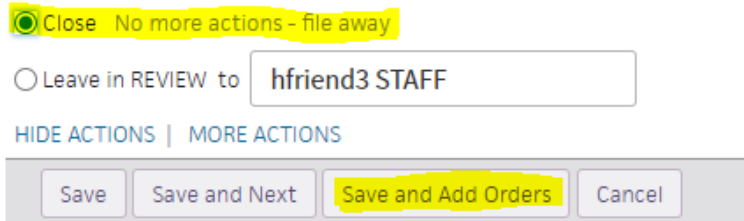
## Standard Operating Procedure

<b>Procedure Title:</b>	<b>Notifying Patients of PAP Smear Results</b>
<b>Date:</b>	<b>1/18/23</b>
<b>Version:</b>	<b>1.0</b>
<b>Department:</b>	<b>CIC</b>
<b>Approved By:</b>	<b>Brooke Gregory</b>

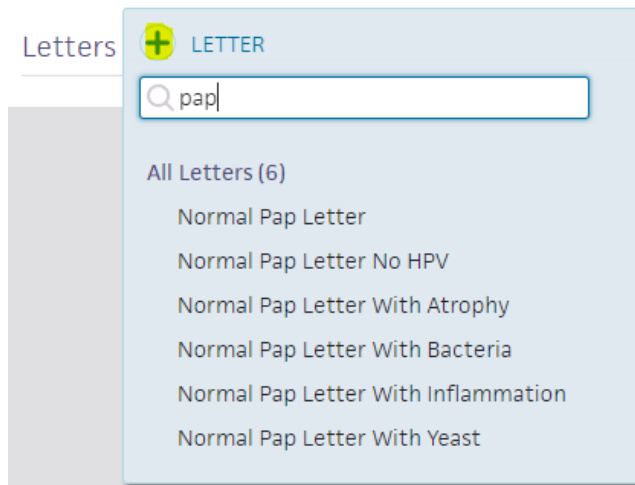
**Purpose:** This SOP is to provide guidance on the steps to take to notify patients of their PAP smear results.

**Procedure:** Once a PAP smear result returns the MA is to review the result to determine next steps.

1. **If the PAP smear result returns normal or negative**, the medical assistant will do the following:
  - a. Update the GYN History in the history section of the patient’s chart with the PAP date and result
  - b. Add an action note to the PAP result stating “Result normal, sending normal PAP letter”, click “close” then “save and add orders”



- c. Click the “+” sign next to letters and choose the appropriate PAP letter



- d. Once the PAP letter is selected search for the patients name and click “add”

LETTER

Type: Normal Pap Letter No HPV

To: [REDACTED]

Add

- e. Choose the approval time, delivery method and click “approve”
- If the patient is active on the Patient Portal, the letter can be sent there by choosing “Close and Email Patient” then click “approve”

Approval timing: Approve now

Delivery method: Close and Email Patient

All letters addressed to patients will be sent to the Patient Portal upon approval regardless of the delivery method chosen.

- If the patient is not active on the patient portal, select “notify by staff” as the delivery method then click “approve”. Letter will need to be printed and mailed to the patient's address on file.

Approval timing: Approve now

Delivery method: Notify by Staff

All letters addressed to patients will be sent to the Patient Portal upon approval regardless of the delivery method chosen.

- f. **If the PAP smear result returns as abnormal, forward result to provider and await response on next steps per their recommendation.**
- g. Once a response has been received from the provider, create a patient case with that information and close the pap result documenting in the action note “ see pt case” then call patient and notify of results.
- h. Update the GYN History in the history section of the patient’s chart with the PAP date and result.

Proper follow-through on results is a vital part of the Medical Assistant duties and responsibilities to patient care.