

The Annual Report of the Laboratory Information Office in Fukuoka University Hospital (From 2007 until 2009)

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Abstract : The Laboratory Information Office was established in the Clinical Laboratory Department of the Fukuoka University Hospital in 1998. This study analyzed the total records over three years, from 2007 until 2009. The total number of records was 2671, an average of 890 per year. Seventy percent of the answers for clinical questions were returned within 10 minutes. Nine percent of the inquiries required 90 minutes, or more, and these concerned the collection of research data or discussions as consultations. Physicians accounted for 80% of the total questions, and nurses for 11%. The percentages of each question, which were classified into 6 categories (samples, methods, results, order-entry systems, consultations, and others), were almost the same every year. Forty-two percent of the inquiries concerned orders-entry systems, and 20% concerned samples and test results. The responsibility of the Laboratory Information Office was not only to answer these questions, but also to analyze the underlying issues raised by the questions in order to improve the management and efficiency of the clinical laboratory, and thus improve the support for making medical diagnoses and treatment decisions.

Key words : Department of Clinical Laboratory, Laboratory Information Office, Consultation, Clinical Support