

The Annual Report of the Laboratory Information Office in Fukuoka University Hospital (From April 2006 until March 2007)

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Abstract : The Laboratory Information Office was established in the Clinical Laboratory Department of the Fukuoka University Hospital in 1998. It is organized by a clinical laboratory physician and a medical technologist, who serve as representatives of the clinical laboratory, and respond to various questions from the clinical staff. The questions were classified into 6 categories, which were samples, methods, results, order-entry systems (orders), consultations, and others. The records of the questions and answers were filed as databases. We analyzed the total records in one year, from April 2006 until March 2007. The total numbers of records was 1,092, an average of 91 per month. Consultations totaled 91 for the year, an average of 8 per month. The section first contacted in the Clinical Laboratory Department was primarily the Laboratory Information Office (81%), and the clinical chemistry room (13%). Physicians accounted for 79% of the total questions, and nurses for 13%. Regarding the categories of inquiries, 36% were about orders, 27% were about samples, and 21% concerned test results. The questions were concerned with the process of order-entry systems, the shipping of specimens to the reference laboratories, the proper containers, when to expect the report of lab results, interpretations or explanations of the results, and the appropriate selection of tests. 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 our support in making medical diagnoses and treatment decisions.

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