

SOP Template: Notification to the patient of findings and resolution steps

This SOP details the process for **notification to the patient of findings and resolution steps**, ensuring clear communication of diagnostic results, explaining the implications, and outlining the subsequent actions or treatment plans. It emphasizes timely, accurate, and compassionate delivery of information to patients, promoting understanding and supporting informed decision-making for their health care.

1. Purpose

To establish a standardized procedure for notifying patients of diagnostic findings and the corresponding resolution steps, ensuring efficient, clear, and compassionate communication.

2. Scope

This SOP applies to all healthcare professionals responsible for communicating diagnostic or clinical findings and next steps to patients.

3. Responsibilities

- **Attending Clinician:** Reviews findings, prepares communication, and discusses with the patient.
- **Nursing Staff:** Assists in coordination and, if needed, supports explanation.
- **Administrative Staff:** Schedules notifications and documentation.

4. Procedure

1. **Review of Findings**
 - Ensure all results are available and verified.
 - Consult relevant clinicians if needed to confirm implications and next steps.
2. **Preparation for Notification**
 - Prepare clear, jargon-free explanation of findings and implications.
 - Identify possible resolution steps or treatment plans.
 - Anticipate common patient questions and concerns.
3. **Notification of the Patient**
 - Arrange for notification in a private, comfortable setting (in-person, phone, secure portal as appropriate).
 - Introduce the purpose of the discussion.
 - Clearly state the findings, provide context, and explain implications.
 - Check for understanding and address questions or emotional responses.
4. **Explanation of Resolution Steps**
 - Outline the proposed resolution steps, treatment plans, or further investigations.
 - Discuss options, risks, benefits, and answer queries.
 - Provide supporting written material if necessary.
5. **Documentation**
 - Document the conversation, patient questions, and agreed next steps in the patient's medical record.
6. **Follow-up**
 - Schedule and communicate follow-up appointments or additional actions.
 - Offer channels for further questions or support.

5. Communication Principles

- Use clear, jargon-free language.
- Demonstrate empathy and patience.
- Encourage patient involvement in decision-making.
- Ensure patient privacy and confidentiality.

6. Documentation Requirements

- Date and time of notification.
- Summary of findings communicated.
- Patient questions and responses.
- Agreed resolution steps and follow-up schedule.

7. References

- Institutional policies on patient communication and consent.
- Relevant laws and guidelines (e.g., HIPAA).

8. Revision History

Date	Version	Description	Author
2024-06-16	1.0	Initial release	[Your Name/Position]