



Australasian College  
for Emergency Medicine

# Policy on Follow-Up of Results of Investigations Requested by Emergency Departments

---

P54 V4

July 2023

[acem.org.au](http://acem.org.au)

## Document Review

---

Timeframe for review:	Every three years, or earlier if required
Document authorisation:	Council of Advocacy, Practice and Partnerships
Document implementation:	Council of Advocacy, Practice and Partnerships
Document maintenance:	Standards and Endorsement Committee

## Revision History

---

Version	Date	Pages revised / Brief Explanation of Revision
1.0	Nov 2008	Approved by Council
2.0	July 2014	Content revised
3.0	Sept 2019	New template adopted
4.0	July 2023	Content on patient portals and Quality Standards added

## Copyright

2023. Australasian College for Emergency Medicine. All rights reserved.

## 1. Purpose and scope

---

This document relates to follow up of results of investigations requested by emergency departments. ACEM recognises that investigation requests are an integral part of emergency medicine.

The policy is applicable to emergency departments in Australia and Aotearoa New Zealand.

## 2. Policy

---

Clinicians in emergency departments must ensure that the results of investigations requested from that department are followed up within a clinically appropriate timeframe.

## 3. Procedures and actions

---

- The results of all investigations should be reviewed by the requesting emergency department, unless the responsibility for care of that patient has been handed over to another department (refer to *ACEM S18 Statement on Responsibility for Care in Emergency Departments*).
- Systems are required to ensure that the results of investigations requested by an emergency department are reported to the responsible department, documented, and followed up within a clinically appropriate time frame.
- A system must be in place for review of results that return after a patient has been discharged from the emergency department.
- When outpatient investigations are requested by the emergency department, clear follow up arrangements for the review of results must be in place.
- The process for review of investigation results should be periodically evaluated to ensure effective functioning.
- Patients should be informed of investigations performed in the ED, and the follow-up arrangements required with respect to the results.
- The use of patient portals to access electronic medical records should be promoted and encouraged where available.
- The [ACEM Quality Standards](#) and [Quality Standards Toolkit](#) also provide guidance on the follow-up of results of investigations requested by the ED.



**Australasian College for Emergency Medicine**

34 Jeffcott Street  
West Melbourne VIC 3003  
Australia  
+61 3 9320 0444  
[admin@acem.org.au](mailto:admin@acem.org.au)

**[acem.org.au](http://acem.org.au)**