

Effectiveness of automated notification and customer service call centers for timely and accurate reporting of critical values: A laboratory medicine best practices systematic review and meta-analysis

Search Strategy

Electronic searches of the literature were conducted by a public health librarian in PubMed, Embase, and CINAHL. The team also included bibliographies from relevant information sources, consultation with and references from experts in the field, and the solicitation of unpublished quality improvement studies resulting in direct submissions to the Laboratory Medicine Best Practices Initiative. Articles were excluded if they were not available in English. The literature search on the topic was conducted from September 2011.

Timeframe: 1995 – 2012

Database: PubMed

("critical value reporting" OR "alert system" OR "real-time notification" OR "computer-based alerts" OR "reminder systems") AND ("Hospital Communication Systems" [Mesh] OR "hospital information systems" [mesh] OR "clinical laboratory information systems" [mesh]) AND ("systems integration" [mesh] OR "delivery of health care, integrated" [mesh] OR "decision support systems, clinical"[mesh])

Database: Embase

'information processing':de OR 'critical value reporting':ab,ti OR 'alert system':de,ab OR 'real-time notification':ab,ti OR 'computer-based alerts':ab,ti OR 'reminder systems':ab,ti AND ('hospital information system':de OR 'integrated health care system':de) AND 'decision support system':de AND [humans]/lim AND [english]/lim AND [1995-2012]/py

Database: CINAHL

("critical value reporting" OR "alert system" OR "real-time notification" OR "computer-based alerts" OR "reminder systems")AND (MH "hospital information systems" OR MH "Clinical Information Systems") AND (MH "Decision Support Systems, Clinical" OR MH"Health Care Delivery, Integrated")