

"I wish I had seen this test result earlier!": dissatisfaction with test result management systems in primary care.

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Poon EG, Gandhi TK, Sequist TD, et al. "I wish I had seen this test result earlier!": Dissatisfaction with test result management systems in primary care. Arch Intern Med. 2004;164(20):2223-2228.

<https://psnet.ahrq.gov/issue/i-wish-i-had-seen-test-result-earlier-dissatisfaction-test-result-management-systems-primary>

This survey identified problems with the way test results are handled in ambulatory settings. Investigators asked physicians about their practice patterns in managing test results, their satisfaction with current systems, and what features could address existing deficiencies. Results revealed significant delays in reviewing test results, poor satisfaction with current management strategies, and the need for a tool that both helps generate patient letters and improves workflow. The authors conclude that current levels of dissatisfaction with management of test results indicate a need for systems or tools to improve the process.