

When no news is bad news: improving diagnostic testing communication through patient engagement.

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Failure to communicate abnormal test results to patients can lead to significant [health complications](#) and medical [malpractice](#) claims. This study aimed to increase patient engagement in asking their provider about previously obtained diagnostic test results. Reminders to follow up with their provider about test results were sent to the patient via the after-visit summary and patient portal. Patients receiving reminders were up to 20 times more likely to [ask their providers](#) about their test results, compared to patients who did not receive reminders.