 KAISER PERMANENTE [®]	Ortho Vision Resolving Errors
Transfusion Services-San Francisco	Document Number
Analytical Work Instruction	Page 1 of 5

1.0 Purpose


During normal operation of the Vision, unexpected errors may occur such as forgetting to remove caps from sample vials or gel cards that are dropped while in transit. In such cases, the operator will need to take action to resolve the problem, add a comment and clear the error in order to resume normal operation.

2.0 Scope


CLS who have been trained and deemed competent in operating the Ortho Vision analyzer.

3.0 Procedure

Steps	Action						
<p>1. Errors Overview</p>	<p>Touch the Errors button to display the Errors screen. The Errors screen allows you to review the status of Errors that have occurred on the system.</p> <p>Information Item</p> <table border="1" data-bbox="386 1033 1393 1276"> <tr> <td data-bbox="386 1033 630 1094">Show Details</td> <td data-bbox="630 1033 1393 1094">Provides a description of the error.</td> </tr> <tr> <td data-bbox="386 1094 630 1220">Pause Auto Refresh</td> <td data-bbox="630 1094 1393 1220">Pauses the automatic update of table information and changes the text of the button to Start Auto Refresh. Touch the Start Auto Refresh button to resume the automatic update.</td> </tr> <tr> <td data-bbox="386 1220 630 1276">Change View</td> <td data-bbox="630 1220 1393 1276">Switches the display between a diagram view and a table view.</td> </tr> </table>	Show Details	Provides a description of the error.	Pause Auto Refresh	Pauses the automatic update of table information and changes the text of the button to Start Auto Refresh. Touch the Start Auto Refresh button to resume the automatic update.	Change View	Switches the display between a diagram view and a table view.
Show Details	Provides a description of the error.						
Pause Auto Refresh	Pauses the automatic update of table information and changes the text of the button to Start Auto Refresh. Touch the Start Auto Refresh button to resume the automatic update.						
Change View	Switches the display between a diagram view and a table view.						
<p>2. Show Errors</p>	<ol style="list-style-type: none"> 1. Use the Show Details action button to view additional information about an Error. 2. Touch the Errors menu button. 3. Errors are color coded according to the level of severity. 4. Errors are sorted by Date, Issue Code, Error State, etc., with the latest error at the top. 5. Select an error and touch the Show Details action button. <ul style="list-style-type: none"> • The Errors — Details screen is displayed for the selected error. 6. Touch the Back button to return to the Errors screen. 7. Touch Help for more information. 						

 KAISER PERMANENTE [®]	Ortho Vision Resolving Errors
Transfusion Services-San Francisco	Document Number
Analytical Work Instruction	Page 2 of 5


3.	<p>Resolve an Error</p> <ol style="list-style-type: none"> 1. Most errors are resolved automatically without user intervention. <ul style="list-style-type: none"> • There are some errors, however, that require action by the user, such as removing a dropped card. • After resolving the error, the user must indicate this by touching the Resolve button. 2. Touch the Errors menu button. 3. Select an error and touch the Show Details action button. <ul style="list-style-type: none"> • The Errors — Details screen is displayed. 4. Read the Error Description and Quick Solutions. 5. Take the necessary steps to resolve the error and enter comments (see next step for comment entry instructions). 6. Touch the Resolve action button if error is resolved. The Error state changes to Resolved. 7. If the error is NOT resolved, record on Instrument Problem Log and affix it to the analyzer. 8. Do not Clear Error as this will remove the error from the list and remove the error status indicators for this error. Supervisor or designee will Clear Error when desired. 9. Touch Help for more information.
4.	<p>Add a Comment to the Error - Details Screen</p> <p>Enter comments in an Error— Details screen to provide information to other users, and, if necessary, to OCD. This information might include user actions that led to the error. There are two basic procedures for adding comments to errors.</p> <p>A. For Instrument errors, touch the Errors menu button.</p> <ol style="list-style-type: none"> 1. Select an error and touch the Show Details action button. <ul style="list-style-type: none"> • The Errors — Details screen is displayed for the selected error. 2. Touch the Edit Comment action button. 3. Enter a comment and touch Save. <ul style="list-style-type: none"> • Your comment appears in the Comment field of the Errors — Details screen. <p>B. For Sample or Resource errors, touch the sample or resource in the diagram view.</p> <ol style="list-style-type: none"> 1. Touch the error information panel on the left. <ul style="list-style-type: none"> • The Errors — Details screen is displayed. 2. Touch the Edit Comment action button. 3. Enter a comment and touch Save. <ul style="list-style-type: none"> • Your comment appears in the Comment field of the Errors — Details screen. 4. Touch Help for more information.

 KAISER PERMANENTE [®]	Ortho Vision Resolving Errors
Transfusion Services-San Francisco	Document Number
Analytical Work Instruction	Page 3 of 5

5. Clear an Error	<ol style="list-style-type: none"> 1. After an error has been resolved it must be cleared. Use this procedure to clear a resolved error. 2. Touch the Errors menu button. 3. Select an error and touch the Show Details action button. <ul style="list-style-type: none"> • The Errors — Details screen is displayed. 4. Touch the Back action button to return to Main Error screen. <ul style="list-style-type: none"> • The Main Error screen is displayed. 5. Touch the Clear Error action button. 6. The error is cleared. <ul style="list-style-type: none"> • Note: The Clear Error action button will not be available if the error has not been resolved. 7. Touch Help for more information.
6. Sort Errors	<ol style="list-style-type: none"> 1. Use this procedure to sort the errors according to the column heading selected in the Errors screen. 2. Touch the Errors menu button. 3. Touch a column heading (Date, Error Code, Error State, Title, or Error Message). <ul style="list-style-type: none"> • The rows are displayed in alpha-numeric order according to the data in the column you selected. Touch the column heading again to reverse the order. 4. Touch Help for more information.

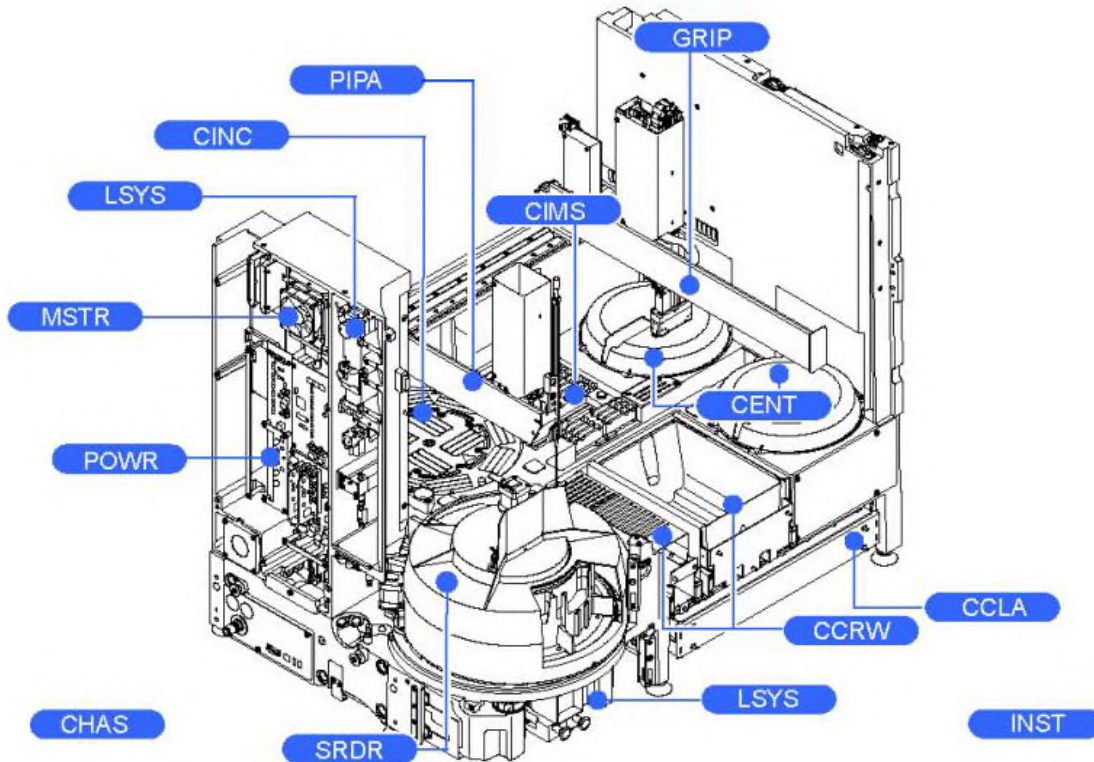
Error Issue Codes

Issue Code Prefix	Module
APSW	Application Software
CCLA	Supply Drawer
CCRW	Dual Purpose Drawer
CENT	(F) Front centrifuge (B) Back centrifuge
CHAS	Deck
CIMS	Imaging system
CINC	Incubator
GRIP	Gripper arm
PIPA	Pipette arm
SRDR	Load Station

 KAISER PERMANENTE [®]	Ortho Vision Resolving Errors
Transfusion Services-San Francisco	Document Number
Analytical Work Instruction	Page 4 of 5

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4.0 Documentation and Records

Errors can be reviewed by use of the Vision Error Report option.

5.0 Limitations, Procedural Notes

5.1	Limitations
	If use of these instructions does not clear the error, call Ortho Customer Service Support Center. The Ortho Customer Service Center is available 24 hours - 7 days a week and can be reach by phone.

 KAISER PERMANENTE®	Ortho Vision Resolving Errors
Transfusion Services-San Francisco	Document Number
Analytical Work Instruction	Page 5 of 5

5.2	Procedure Notes
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	Some errors may require Shut down and Restart of the analyzer. Refer to the Ortho Vision Start-Up and Shutdown SOP .
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6.0 References and Related Documents

6.1	ORTHO Vision® Analyzer Quick Reference Guide, current revision.
6.2	ORTHO Vision® Analyzer ID-MTS® Gel Cards Reference Guide, current revision.
6.3	ORTHO Vision® Analyzer ID-MTS® Gel Cards Self-Service Customer Procedures Guide, current revision.
6.4	Instrument Problem Log.