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| **Purpose:** | This process is applied to maintain efficient downtime workflow when Cerner Millennium is not functional.Manual ordering of downtime samples on Remisol will ensure that critical results based on age and gender are appropriately reviewed by the Clinical Laboratory Scientist (CLS) or Medical Laboratory Technician (MLT) and Medical staff are immediately notified.For list of parameters with age-based critical values, please see LabNet, “SCPMG Laboratory Systems: Regional Critical Values”. |

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| **Ordering New Request:**  |

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| Steps: | Actions: |
| Notes | * The Cerner Pre-Printed Downtime Accession Label come in pairs.
* Ensure that a unique accession number is assigned per Specimen Container, per Specimen Type (Blood,Urine,CSF/BodyFluid) and per Testing Analyzer (DXH800,AU680, Access2 & Stago).
 |
| 1 | With specimens at hand, affix a unique Cerner Pre-Printed Downtime Accession Label per tube. |
| 2 | Place the remaining Cerner Pre-printed Downtime Accession Label ontothe DH Phleb Copy. **Write the TEST NAME next to the** Cerner Pre-printed Downtime Accession Label. |
| 3 | Log-on to Remisol. |
| 4 | Click on New Request icon on the toolbar of the Remisol application  |
| 5 | Enter the Kaiser patient MRN on the Patient ID line, then press Enter. |
| 6 | If Remisol does not have that MRN in its database, it will pop a message “No such person exists. Create a new demography?” Select Yes as answer. |
| 7 | Enter the following information: Last Name, First Name, DOB, Gender and patient location in the Address box.  |
| 8 | Name must be entered exactly how it is spelled on the DH Phleb Copy and X-label from KPPI. |
| 9 | If Remisol already has that MRN in its database, it will show the patient name on the popup box, then press either Enter or select the green check mark. |
| 10 | Click “Add Parameters” button. Click the plus (+) sign next to “Profiles”, select the appropriate test requested by the Ordering Provider (see DH Phleb Copy) |
| 11 | All Remisol must be ordered one at a time (CBC, Chemistry, ImmunoChemistry and Coagulation). |
| 12 | Select the green V mark to save changes. |

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| Steps: | Actions: |
| 13 | A new window, Sample ID Assignment, will display on screen.  |
| 14 | By the “SAMPLE ID” box, scan the assigned Cerner Pre-printed Downtime label previously affixed on the specimen tube.Note: * For CBC order, scan the downtime label previously affixed on the lavender tube.
* Coag order, scan the downtime label previously affixed on the blue tube and so forth.
* Always scan the downtime barcode to prevent clerical error.
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| 15 | Click the green V mark to save. |
| 16 | Enter the specimen Collection Date and Time below the “Add Parameter” box.  |

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| **Testing****And Reporting** |

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| Steps: | Actions: |
| 17 | Hit Save button, then close the Request window. |
| 18 | Verify that the Sample ID you entered is displayed on the Samples List. If not, repeat all steps 3 thru 17. |

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| Steps: | Actions: |
| 19 | Front load the downtime samples onto the analyzer. |
| 20 | Review the patient results on Remisol Request List, “Default – Rout & Stat” tab. |
| 21 | Document critical phone calls on Remisol. Clicking the Disk icon to save the information.Additional documentation of the critical calls can be written on the DH Phleb Copy. |
| 22 | Do NOT thumbs up any downtime results for successful transmission during recovery. |
| 23 | On Remisol, select the result you wish to print and click the Printer icon. |
| Note | Network printers in ED, Urgent Care & most Inpatient Nursing Units have a yellow sticker for ease to identify the downtime result printer. |
| 24 | The “Request Printing” box will display on the Remisol screen. |
| 25 | The choices listed below are already defaulted on Remisol:•Print Type: FULL REPORT (use the drop-down menu by clicking the arrow down)•INSTRUMENT: use the default where all instruments are highlighted in blue.•Select the “This Request Only”. |
| 26 | Click the green V mark to save. |
| 27 | The “Print” box will appear on your screen. Select the printer as appropriate. |
| 28 | On the Request List Flag, letter “I” on the Request List designates that the report has been successfully printed. |
| 29 | Once testing is completed, take the specimen back to the Remisol Ordering area and place it on the “Done” rack. Find the DH Phleb Copy and write your NUID. |
| 30 | As soon as testing and reporting are completed, both the DH Phleb Copy & the specimen must be ready for pick up by the Remisol Checker.  |

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|  **Recovery for Lab Assistants** |

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| Steps: | Actions: |
| **Note 1** | **For downtime specimens with regular Cerner label (these are tests ordered before the Cerner downtime).** |
| 31 | Log on to Cerner |
| 32 | Go to ORV. Enter MRN. |
| 33 | Perform Specimen Log-In as usual. |
| 34 | Deliver The Packet to the CLS/MLT for resulting/recovery. |
| **Note 2** | **For Downtime specimens with Pre-printed Cerner Downtime Labels**  |
| 35 | Log on to Cerner |
| 36 | Take the completed packet of collection and resulting forms and use for accessioning |
| 37 | Go to DOE & order with STAT Priority all the tests indicated on the DH Phleb Copy. In the box “Manual Assign Accession”, scan the Cerner Pre-printed Downtime Accession Number. For multiple orders, click “Add” and scan the appropriate downtime accession number/s and click submit. It is important that you scan the correct downtime number per test ordered. If unsure, stop and ask a Manager for clarification. |
| 38 | Once sample is accessioned and with Dispatched status:Perform Specimen Log-In and enter the collection information indicated on the KPPI generic label. |
| 39 | Place the packet for resulting/recovery in the bin labeled, “Packets for Resulting/Recovery” to be distributed to CLS/MLT assigned in recovery. |

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| **Recovery for CLS & MLT** |

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| Step | Action |
| 40 | **Recovery on Remisol starts when the CLS/MLT receives The Packet from the Lab Assistants and downtime accession numbers have “In-Lab” status on Cerner.** |
| 41 | Open the *Request List*, select the “*Default –Rout & Stat*” tab, and click the *“Last Name*” tab so the samples will be arranged by last names in alphabetical order. Highlight the patient’s name. |
| 42 | Search for the Cerner Pre-printed Downtime accession numbers, X-XX-**455**-XXXXXX |
| 43 | Click the box with up arrow, Host Transmission. . |

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| **Recovery for CLS & MLT** *continuation* |

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| Steps | Actions |
| 44 | For results held by the rules, please manually validate (thumbs up) as appropriate.  |
| 45 | Open Cerner ORV to confirm that results posted as expected. |
| 16 | Place completed/resulted packets in the bin labeled “Completed & Resulted. To be filed by LIS Manager” |

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