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|  | **INITIAL RESPONSE / COMMUNICATION** |
| **Lightbulb** | **NOTE:** For **MOB STAFF** and **MANAGERS** |
| **STEP** | **ACTION** |
| **1** | **MOB Staff**  **Call** the **Main Lab** and speak to any available **Manager** or **Lead CLS** if a manager is not on site to report the system issue.  **3**  **3**  **2**  **3**  **7**  **8**  **4**  **9**  **6**  **1**  **Tie Line: 8 - 363 – 4961**  **Main Lab Manager** or **Lead CLS** will escalate communication.  The manager will follow ***Downtime Communication Plan***. |
| **2** | **If downtime is ongoing by the end of your shift…**  **Notify your MOB Manager** if you are **available** to stay to provide downtime support ***before clocking out*** to take care of our members. |
| **3** | **Keep all routine specimens collected at the MOBs until instructed by a manager**.  **Send only specimens** that have been prepared for shipment ***prior*** to downtime.  **Ensure seamless operations by ensuring break and meal coverage has been coordinated and taken as assigned**.   * Prepare for printing HC demographics labels * Prepare manual logs and file systems * Prepare for sorters, supplies, stamps. * Determine storage, supplies, totes. |

| **UserEmployee Badge** | **CHECK IN** |
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| **STEP** | **ACTION** |
| **1** | MoneyBank CheckCredit card**Normal check-in process.**   * Check in member * Collect co-payment, if applicable. * Care Experience and Service Recovery Script. |
| **2** | **Log on** to **KRMS** and **PRINT** the **SO Screen (Scheduled Orders). Highlight STAT orders**  **PRINT** |
| **3** | **Stamp** the *SO printout* with the ***MOB Phleb Collection*** stamp. |
| **4** | **Print** *HealthConnect* **demographic** **labels**.  **One label** for **each** specimen container **plus one additional** for the Downtime *Transfer Specimen* log.    ***Example:***   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Label for Processing** | **+** | **Label for each Container** | **=** | **Total # Labels** | |  | **+** |  | **2** | |  | **3** | |  | **4** | |
| **5** | Place the *SO printout* together with the *Health Connect Demographic Labels* in queue for outpatient blood draw for lab assistants to collect. Continue the use of member numbering system to ensure order of members and write the corresponding number on the top of the SO print out. |

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| **NeedleWater** | **PHLEBOTOMY** |
| **STEP** | **ACTION** |
| **1** | **Collect the specimens** from the patient based on the ***SO printout*** (KRMS).  Warning**Do NOT share** or **split** samples during a downtime.  **Draw ALL tubes** to avoid misdirected or misplaced specimens  Refer to *LabNet* for collection information. |
| **2** | Affix a KPHC demographic label on each of the primary specimen containers. |
| **3** | Place **all specimens** from **one patient** in **one biohazard bag**.  Warning  **One patient per bag** |
| **4** | **Place** the **SO printout** (KRMS) in the side pocket of the biohazard bag.  **SO**  **printout** |
| **5** | Take specimen bag(s) to Processing area.  If there are STAT orders, alert the processing lab assistant and place in STAT bag. |

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| **Test tubes** | **PROCESSING** |
| **STEP** | **ACTION** |
| **1** | Warning**Process all STATS and send to Main Lab by pneumatic tube system.**  **Make every** effort to **keep routine specimens** from the **same patient together.**  **Evaluate each set of specimens** and **separate** the ones that require **centrifugation, special handling,** or are **time** and **temperature sensitive.**  **Repeat**  **Centrifugation:**  Set aside the remaining specimens from the batch that have a tube for centrifugation.  Return centrifuged specimens to the specimen bag once it is complete.  **Aliquot:**   * **Aliquot** those specimens which require a separated sample. * **Indicate** an aliquot is poured off by **documenting** on the *SO printout*. * **Store** aliquot in the **required temperature** while awaiting packing and preparing for transport   **Note**:  Copy the SO printout and place with the aliquot if a separate storage temperature requirement is indicated.    **Time / Temperature Sensitive:**  Determine testing location and send appropriately. Place time/temperature sensitive specimen in a yellow special handling bag after centrifugation has been completed.    Biohazard specimen bag with other patient specimens, if any  Time / Temperature Sensitive Specimen or Special Handling  Yellow *SPECIAL HANDLING BAG*  Warning  **Note:**  If the specimen requires separate temperature or handling apart from any specimens that have been collected, indicate this on the *SO printout*.  Pack for transport / shipment separately in the yellow *Special Handling* bag and **retain a copy** on file. Refer to *LabNet* for collection information. |

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| BoxBox trolley | **PACKING / TRANSPORT** |
| **STEP** |  |
| **1** | Start a MOB *Downtime Transfer* Log to send with specimens and affix additional *HC downtime label* on form.    AFFIX LABEL HERE  **SAMPLE** |
| **2** | **Magnifying glassEvaluate** each set of specimens to be sent and indicate the number of **blood vs. non-blood specimen** containers, labelling, stability requirements in preparing for transport. |
| **3** | Ensure documentation of any specimens separated prior (i.e. STAT/Time sensitive) on the *SO printout* that will be sent to the Main Lab. |
| **4** | **PencilPrint** a copy of a *SmartShip printout* for each tote and indicate the **total patient count** per tote.  Smart Ship |
| **5** | **Staple** together the original copy of the *MOB Downtime Transfer Log* and the Smart Ship printout to go with the tote.  Stapler  MOB Downtime  Log  Smart Ship |
| **6** | Retain all downtime documents including the MOB Downtime Transfer Log on site for 3 months (LAMC-PPP-0015)  PhotocopierPaperPaper |
| **7** | Box trolleyStage the tote for outbound pickup by the courier. |