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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. |

| **Employee BadgeUser** | **PHLEBOTOMY** |
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| **STEP** | **ACTION** |
| **1** | **Log on** to **KRMS** and **PRINT** the **SO Screen (Scheduled Orders). Highlight STAT orders**  **PRINT** |
| **2** | **Stamp** the *SO printout* with the ***MOB Phleb Collection*** stamp. |
| **3** | **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** | |  |  |  |  |  | |

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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**. If there are STAT orders copy SO printout and place specimen in STAT 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. |

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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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| Box trolleyBox | **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** | Document 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. |
| **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 on site for 3 months (LAMC-PPP-0015)  PhotocopierPaperPaper |
| **7** | Box trolleyStage the tote for outbound pickup by the courier. |

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| Voice | **RECOVERY** |
| **STEP** | **ACTION** |
| **1** | **Match** the **electronic order** with the ***SO printout.***  **SO**  or  Manual  Cerner  RMS  HealthConnect  v |
| **2** | **Log on** to the *Cerner* and *RMS* systems. |
| **3** | **Accession** the **orders** in RMS and complete the orders with one of the following:   |  |  | | --- | --- | | ***If orders are….*** | ***Then use…*** | | Laboratory and patient collect | **SO** function | | Clinic Collect | **OE** function | |
| **4** | **Print** and **validate** that all the labels have been printed from ***Cerner*** and/or ***KRMS.***  **CERNER**  **Barcode**  **KRMS**  **Barcode** |
| **5** | **Affix** appropriate **label** on each specimen container. |
| **6** | **Perform Specimen Log-in** in Cerner with pertinent collection information according to established protocol and reviewing the “Details”. |
| **7** | **Prepare** specimens for **transfer** and send out according to procedure. |