|  |  |
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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** | 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** | **CHECK IN** |
| --- | --- |
| **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 specimensRefer 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 counter |

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| --- | --- |
| **Test tubes** | **PROCESSING** |
| **STEP** | **ACTION** |
| **1** | Warning**Process all STATS and send to Main Lab by pneumatic tube system.****Time / Temperature Sensitive:** Determine testing location and send appropriately. Place time/temperature sensitive specimen in a yellow special handling bag. Biohazard specimen bag with other patient specimens, if anyTime / Temperature Sensitive Specimen or Special HandlingYellow *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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| Voice |  **RECOVERY** |
| **STEP** | **ACTION** |
| **1** | **Match** the **electronic order** with the ***SO printout.*****SO** or ManualCernerRMSHealthConnectv |
| **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. |
| **8** | Retain all downtime documents on site for 3 months (LAMC-PPP-0015) |