

Job Aid:
Cerner Downtime

Los Angeles Medical Center
Medical Office Building Laboratories

General Information

LAMC Campus MOB Laboratories

1515

1515 Vermont
8-363-8219
L18

4700

4700 Sunset
8-363-7959
L27

4900

4900 Sunset
8-363-3504
LA5

4950

4950 Sunset
8-363-3584
L14

HRO

Hollywood
Romaine
8-349-6005

LAMC Outlying MOB Laboratories

ELA

East LA
8-323-2788

FPL

Foothill
Pasadena
8-308-2318

GLN

Glendale
Glenoaks
8-361-3010

GOS

Glendale
Orange
8-318-3570

HSM

Hope St
Downtown
8-322-2937

Links: 

LabNet: <https://sp-cloud.kp.org/sites/LabNet/>

IT HELP Desk: 1-844-563-4357

ServiceNow <https://kp.service-now.com/sp>








[Smartship](#)

[Downtime Specimen Tracking Log](#) download link

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COMMUNICATION	
STEP	ACTION
1	<p>❖ MOB Lab Staff</p> <ul style="list-style-type: none"> ➤ Call LAMC Manager or Designee <p style="text-align: center;">  3 2 3 7 8 3 5 7 4 1 </p> <p>❖ Main Lab Manager or Designee</p> <ul style="list-style-type: none"> ➤ Activates <i>Downtime Communication Plan</i>. Post an announcement on <i>Teams</i> <p>  Group: LAMC-LAB-LSA-MOB  </p> <p> Channel: General  </p>
2	<p>If <i>Cerner</i> downtime is still ongoing close to the end of your shift...</p> <p>  Please inform management if you are available to provide downtime support </p> <p>Note: Coordinate meal and breaks as assigned to ensure seamless operations during the downtime.</p>
3	<p>Make sure the following supplies are available:</p> <ul style="list-style-type: none">  MOB Downtime Specimen Log (refer to step 15). <ul style="list-style-type: none"> • <i>MOB Phleb Collection</i> Stamp and red inkpad for specimen collection • Storage supplies, totes, racks • <i>KP HealthConnect Demographic</i> label. 

EVALUATION OF LABORATORY ORDERS

Overview

Locations with Centralized Reception

Laboratory Staff Check-In



Centralized Reception

- Links all active orders in KPHC
- Collects Co-payment, if applicable

Lab Staff at Check-in

- Links all active orders in KPHC
- Collects Co-payment, if applicable
- Evaluates orders in KPHC.
- Print KPHC demographics labels.
- Generates SO Printout.
- Issues patient collection containers

Phlebotomy

- Evaluates orders in KPHC.
- Print KPHC demographics labels.
- Generates SO Printout.
- Issues patient collection containers
- Collects specimens.
- Stamps SO Printout.
- Completes information on stamp on SO printout.
- Keeps specimens together for processing.

Phlebotomy

- Collects specimens.
- Stamps SO Printout.
- Completes information on **stamp** on SO printout.
- Keeps specimens together for processing.

Processing

- Maintain organization to keep all specimens from one patient together in a single biohazard bag when possible.
- Store specimens or pack for transport according to manager instruction.

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EVALUATION OF LAB ORDERS

Process

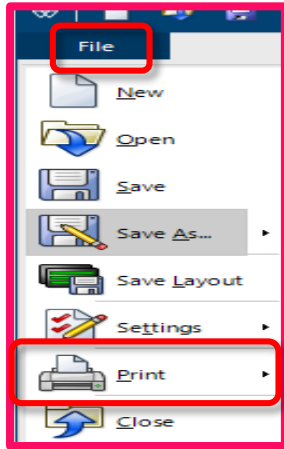
Step	Action
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Log on to **KRMS**.
 Go to Accession Function <**AF**>.
 Enter <**SO**> to view scheduled orders.
 Enter patient Medical Record Number at prompt
Print screen to include all active orders to be collected (see below).
Do NOT accession.

Examples of how to print KRMS screen:

1

Select < **File**> and then <**Print**> or Select the **PRINT** icon



2

Stamp the SO printout with the **MOB Phleb Collection** stamp.
 Write all required information.



MOB Phleb Collection

Collected by, MUID: _____

Col'n date/time: _____

Indicate # tubes Collected

BUDCult: _____ BUIS: _____

PSTC: _____ GLDG: _____

LAVS: _____ Other: _____

(Specify tube type)

Special Instructions if any _____

Phlebotomy and Specimen Collection

STEP	ACTION
------	--------

1

Review SO order printout.

- Determine specimen requirements:
 - Containers, tubes, stability, and transport.
 - Avoid shared specimens.

Refer to [LabNet](#).

Refer to the Appendix

Print one KPHC demographic **label for each specimen** to be collected **and** 1 additional label for the SO order printout.

Example: 1 specimen cup, 4 tubes + SO printout = 6 labels



One label for each container

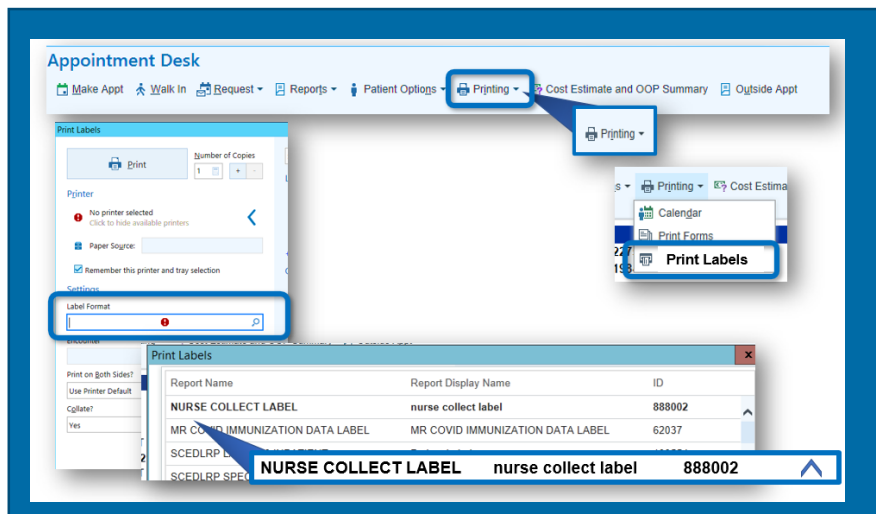


One label for SO Printout

Instructions: for KPHC **demographics labels**

2

1. Log on to **KPHC**.
2. Click **<EPIC>**.
3. Select **<Appointment Desk>**.
4. Select **<Printing >** and press **<Enter>**.
5. Select the format below which would generate two labels.



6. Enter patient's MRN and press **<Enter>**.

3



Refer to [LabNet](#) for specimen requirements.

Specimen Containers, Stability Requirements, etc.

Avoid shared specimens (Example: BNP, ESR, CBC, HbA1C, Hepatitis C)

Collect the specimens from the patient based on the SO printout (KRMS).

Affix one KPHC label to each specimen tube or primary container.

Keep all specimens from the same patient together with the labelled SO printout placed in the outside pocket of a biohazard bag.



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Processing Considerations

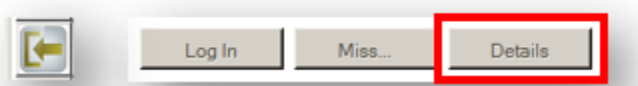
Process the blood tubes as appropriate

Refer to Appendix on page # 10

IF	ACTION
<p>STAT, Time, or Temp Sensitive</p> <div style="display: flex; justify-content: center; gap: 10px;"> </div>	<p>Send specimens <i>immediately</i> to the Main Laboratory.</p>
<p>Downtime ETA less than 4 hours Routine</p>	<ul style="list-style-type: none"> Centrifuge specimens as needed Refrigerate/Freeze specimens if required.
<p>Downtime ETA more than 4 hours</p> <p>MOB closed the next day Routine All Send outs (SWL, Quest or ARUP)</p>	<p>Prepare all specimens and accompanying printouts for transport to LAMC Lab.</p> <p>Samples may be sent through KP courier or third party.</p>
<p>Addendum: 4900 MOB only</p>	<p>Due to current limitations of equipment at 4900, send all specimens to the Main Lab for downtime processing and analysis.</p>

Step	Action																					
1	<p>Complete a <i>MOB Downtime Specimen Log</i> prior to specimen transfer to LAMC Main Lab. Use the extra KPHC label for the log.</p> <div style="border: 2px solid #0070c0; padding: 10px; margin: 10px auto; width: 80%;"> <div style="display: flex; justify-content: space-between; font-size: 8px;"> KAISER PERMANENTE. Los Angeles Medical Center </div> <p style="text-align: center; font-size: 10px;">MOB Downtime Specimen Log (LAMC-FORM-0165)</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <tr> <td style="padding: 2px;">LOCATION: <input type="checkbox"/> 1515 Vermont</td> <td style="padding: 2px;"><input type="checkbox"/> 4700 Sunset</td> <td style="padding: 2px;"><input type="checkbox"/> 4900 Sunset</td> <td style="padding: 2px;"><input type="checkbox"/> 4950 Sunset</td> <td style="padding: 2px;"><input type="checkbox"/> Hollywood Romaine</td> </tr> <tr> <td style="padding: 2px;"><input type="checkbox"/> Pasadena</td> <td style="padding: 2px;"><input type="checkbox"/> Glenoaks</td> <td style="padding: 2px;"><input type="checkbox"/> Glendale Orange</td> <td style="padding: 2px;"><input type="checkbox"/> Downtown LA</td> <td style="padding: 2px;"><input type="checkbox"/> East LA</td> </tr> <tr> <td style="padding: 2px;">LAB ASST: _____</td> <td style="padding: 2px;">NUID: _____</td> <td colspan="3" style="padding: 2px;">DATE: _____</td> </tr> </table> <p style="font-size: 8px;">Indicate # of blood tubes and # of non-blood specimens sent.</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <tr> <td style="width: 50%; text-align: center; padding: 5px;">AFFIX KPHC LABEL</td> <td style="width: 50%; padding: 5px;"># Blood Tubes: _____</td> </tr> <tr> <td style="text-align: center; padding: 5px;">AFFIX KPHC LABEL HERE</td> <td style="padding: 5px;"># Non Blood: _____</td> </tr> <tr> <td style="padding: 5px;"></td> <td style="padding: 5px;"># Blood Tubes: _____</td> </tr> </table> </div>	LOCATION: <input type="checkbox"/> 1515 Vermont	<input type="checkbox"/> 4700 Sunset	<input type="checkbox"/> 4900 Sunset	<input type="checkbox"/> 4950 Sunset	<input type="checkbox"/> Hollywood Romaine	<input type="checkbox"/> Pasadena	<input type="checkbox"/> Glenoaks	<input type="checkbox"/> Glendale Orange	<input type="checkbox"/> Downtown LA	<input type="checkbox"/> East LA	LAB ASST: _____	NUID: _____	DATE: _____			AFFIX KPHC LABEL	# Blood Tubes: _____	AFFIX KPHC LABEL HERE	# Non Blood: _____		# Blood Tubes: _____
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AFFIX KPHC LABEL HERE	# Non Blood: _____																					
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2	<p>Make a copy to retain at your area for tracking purposes. Send original of the <i>MOB Downtime Specimen Log</i> to Main Lab</p>																					
3	<p>Print a SmartShip printout for each tote.</p>																					
4	<p>Staple together the original copy of the <i>MOB Downtime Specimen Log</i> and the SmartShip printout to accompany the tote.</p>																					

RECOVERY

STEP	ACTION						
1	<p>Match the electronic order with the SO printout.</p> <div style="display: flex; align-items: center; justify-content: center; gap: 20px;"> <div style="border: 2px solid black; padding: 5px; text-align: center;"> Cerner KRMS ✓ KPHC ✓ </div> <div style="font-size: 24px;">vs</div> <div style="border: 2px solid black; padding: 5px; text-align: center;"> SO Order Printout </div> </div>						
2	Log on to the <i>Cerner</i> and <i>KRMS</i> systems.						
3	<p>Accession the orders in <i>KRMS</i> and complete the orders with one of the following:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th style="text-align: left; padding: 5px;"><i>If orders are....</i></th> <th style="text-align: left; padding: 5px;"><i>Then use...</i></th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Laboratory and patient collect</td> <td style="padding: 5px;">SO function</td> </tr> <tr> <td style="padding: 5px;">Clinic Collect</td> <td style="padding: 5px;">OE function</td> </tr> </tbody> </table>	<i>If orders are....</i>	<i>Then use...</i>	Laboratory and patient collect	SO function	Clinic Collect	OE function
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Laboratory and patient collect	SO function						
Clinic Collect	OE function						
4	Review that all the labels have been printed from Cerner by checking <i>KRMS</i> to ensure all orders have been processed.						
5	Affix appropriate label on each specimen container.						
6	<p>Perform Specimen Log-in in <i>Cerner</i> with pertinent collection information according to established protocol and reviewing the Details.</p> <div style="text-align: center;">  </div>						
7	Prepare specimens for transfer and send out according to procedure.						
8	<p>Downtime records from the <i>MOBs</i> would be forwarded to the Main Laboratory for retention and storage.</p> <p>Send: "Attn to: LIS MANAGER"</p>						

Appendix

Blood Collection Tube Requirements

8417001	Albumin	GLD6
8206000	Alcohol - Blood	GY7 PST 4 RED 7
8407500	Alk Phos	GLD6
8225070	Bili Direct	GLD6
8225000	Bili Total	GLD6
8452000	BUN	GLD6
8231000	Calcium	GLD6
8243500	Chloride	GLD6
8283000	CO ₂	GLD6
8614000	C-Reactive Protein	GLD6
8256500	Create - Ser	GLD6
8265300	Dilantin (Phenytoin)	7mL Plain Red Top
8429501	Electrolyte Panel	GLD6
8005107	Electrolytes with GAP	GLD6
8446600	Gamma GT	GLD6
8433000	Glucose Fast	GLD6
8433100	Glucose Random	GLD6
8372500	Lithium	7mL Plain Red Top
8225065	Liver Function Panel	GLD6
8373500	Magnesium	GLD6
8220500	Phenobarbital	7mL Plain Red Top
8410000	Phosphorus	GLD6
8414000	Potassium	GLD6
8414505	Procalcitonin	PST4
8445000	SGOT(AST)	GLD6
8446000	SGPT (ALT)	GLD6
8429500	Sodium	GLD6
8429511	Sodium and Potassium Only	PST4
8260600	Tegretol (Carbamazepine)	RED7
8718609	Tobramycin Level	6mL Plastic Plain Red Top (RED7)
8020004	Tobramycin Peak	6mL Plastic Plain Red Top (RED7)
8020008	Tobramycin, SDDA	6mL Plastic Plain Red Top (RED7)
8020006	Tobramycin, Trough	6mL Plastic Plain Red Top (RED7)
8417000	Total Protein - Serum	GLD6
8455000	Uric Acid	GLD6
8200000	Valproic Acid (Depakene)	RED7