#### Health Connect Downtime Procedures

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| PURPOSE | This procedure provides instructions for processing orders and resulting tests during and after Health Connect downtime. |

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| SCOPE | This procedure is intended for all users. |

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| POLICY | During Health Connect Downtime, the laboratory receives a manual order.Downtimes are classified as follows:1. Short (a downtime of less than 4 hours for small laboratories and less than 2 hours for larger laboratories).
* Only Stat and Timing Critical specimens are processed and tested during this category of downtime.
* Staff might be asked to extend their working hours.
1. Long/Critical (a downtime of greater than 4 hours for small laboratories and greater than 2 hours for larger laboratories).
* Routine, Stat, and Timing Critical specimens are processed and tested during this category of downtime.
* Additional staff may be called in to work.

During Health Connect downtime all assays must be performed manually without being accessioned. **Specimens to be performed at Regional Reference Laboratory must be accessioned after the system is back online before sending them.**The Stat and abnormal results must be reported to ER, inpatient units and the provider for outpatients.Post-downtime validation should be performed after the system is back online. Refer to the Computer Systems Validation Post Downtime Procedure LIS 09.530 |

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| WHO TO NOTIFY | * The person observing the unavailability of Health Connect must call the Helpdesk.
* The supervisor is also notified of the outage.
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| NOTIFYING THE HELP DESK | Follow the steps below to notify the help desk of Health Connect being unavailable. |

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| Step | Action |
| 1. | Call 8-330-1143 or 8-395-1143. |
| 2. | Menu is voice activated so you need to speak your response. |
| 3. | If it is an issue or major outage that’s affecting patient care, say “Emergency”. For anything else, stay on the line and wait for the helpdesk analyst to help you. |
| 4. | Describe the problem to the helpdesk analyst. Get the ticket number for the issue and the status bridge line number if available to call for status updates. |
| 5. | Notify the department sections that Health Connect is down. |

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| NURSING STAFF DUTIES (INPATIENT) | * Fill out the Laboratory Order Manual slip for Stat and Timing critical orders.
* Call extension 6110 for lab draws and fax the slip to extension 6332 or tube the manual slip to the laboratory.
* For Nurse collected samples:
1. Fill out the manual slip
2. Fill out the blank label with patient name, MRN, and collection information(date, time, initials)
3. Fax the slip to extension 6332 or tube the slip to the laboratory.
* Routine lab draws will be ordered in Health Connect as soon as the system is back online.
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| INPATIENT ORDERS (LAB ASSISTANTS) | If Health Connect is unavailable, follow the steps below to process Inpatient orders. |

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| Step | Action |
| 1. | Use the Manual Lab Requisition form to determine orders for collection and processing. |
| 2. | For **Stat** and **Timed draws**: Collect the samples using the ‘Add New Container’ function in KPPI.**Note:** If it is a Long/Critical downtime and the patient is a New Admit or from ER, the patient will not appear in KPPI. Proceed on accessioning the sample using HM or CO and use the printed labels to draw the patient’s sample. Remember to label the tubes with the collection information (date, time, initials).  |
| 3. | Use HM (KPHC Inpatient Manual Accessioning) or CO (Outpatient Accessioning) function to accession orders.* Process only manual lab requisition orders
* If CO is used, enter a lab comment indicating the nursing unit the patient was in.
* CO should only be used if the patient is discharged.
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| 4. | Validate that all collection labels are printed. There may be both Cerner and RMS collection labels. |
| 5. | For **RMS** Collection labels:* Use the **CA function** in RMS to enter the collection date and time.
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| 6. | For **Cerner** Collection labels:1. Go to Specimen Log-in and enter the collection information.
2. Select your Log-in Location
3. Log-in your specimen
4. Separate the labels by performing department and distribute accordingly.
* If the test is NOT to be performed locally, initiate the Specimen Tracking process

**Note:** Be sure to match the patient’s MRN and name with the test. |

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| OUTPATIENT ORDERS (LAB ASSISTANTS) | If Health Connect is unavailable, follow the steps below to process Outpatient orders. |

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| Step | Action |
| 1. | Use the Manual Lab Requisition form to determine orders for collection and processing. |
| 2. | Accession the order/s in KRMS using CO (Outpatient Accession) functions for manual orders. |
| 3. | Labels will automatically print after accessioning. It may include both Cerner and RMS collection labels. Validate that all labels have printed. |
| 4. | Affix the label to the appropriate container. |
| 5.  | Complete the Specimen Log-In process. |
| 6. | * If the test is to be performed locally, send the specimen to the testing department.
* If the test is NOT to be performed locally, initiate the Specimen tracking process.
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| INPATIENT and OUTPATIENT ORDERS (CLS) | If Health Connect is unavailable, follow the steps below to process Inpatient and Outpatient orders. |
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| Step | Action |
| 1. | Receive the specimen from the Lab assistant with the Manual Lab Requisition form. |
| 2. | Perform the tests and enter the results using Cerner Instrument Queue mode or Accession mode.  |
| 3. | Print the results using ‘Request a Chart’ and select the appropriate printer ID:* SCIMC150 (located in the Cart Room) for OCI
* SCIMCA21 for MVJ MOB Lab
* SCIMCA25 for HBM MOB Lab

Follow the Procedure: Requesting and Printing a Chart copy of a Cerner Report LIS.SCPMG.017 under GenLab Procedures. |
| 4. | Fax the Chart copies to the requesting location. |
| 5. | Results from Cerner/RMS will interface to HealthConnect as soon as the system is back online. |
| 6. | Complete a Post-downtime validation. Refer to the Computer Systems Validation Post Downtime Procedure LIS 09.530 |
| 7. | All faxed results, Cerner chart copies and Manual slips are filed in the Downtime Results drawer and are kept for 3 years. |

Document History Page

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| Change type: New, Major, Minor etc. | Changes Made to SOP – describe | Name of responsible person/date | Med. Dir. Reviewed/ Date | Lab Manager reviewed/ date | Date change Implemented |
|  New |   | Ruby Co10/30/13 |  |  |  |
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