#### Health Connect and KRMS Downtime Procedures

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

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

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| POLICY | During Health Connect and KRMS 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 and KRMS 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 and KRMS 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 and KRMS 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 and KRMS are 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 and KRMS are 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. Use blank labels to put on the patient’s sample. Remember to label the tubes with the collection information (date, time, initials). |
| 3. | Make enough copies of the Manual form to be distributed to the testing department. Keep a copy at the front area to use when the system is back online. |
| 4. | Distribute the copies of the orders together with the samples to the testing departments. |

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| RECOVERYINPATIENT ORDERS(LAB ASSISTANTS) | | | Follow the steps below to process Inpatient orders when HealthConnect and KRMS are back online. | |
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| Step | Action | |
| 1. | 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. | |
| 2. | Validate that all collection labels are printed. There may be both Cerner and RMS collection labels. | |
| 3. | For **RMS** Collection labels:   * Use the **CA function** in RMS to enter the collection date and time. | |
| 4. | 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 and KRMS are 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. | On blank labels, manually handwrite the patient’s name, Medical record number, collection information (date, time, initials). Affix the labels to the tubes immediately after blood collection. |
| 3. | If the order is Routine, hold the specimens for accessioning until Health Connect and RMS are back online. |
| 4. | If the order is Stat or Time Critical to be performed locally, complete the appropriate Temporary Report Form then send to the testing department. |

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| RECOVERYOUTPATIENT ORDERS(LAB ASSISTANTS) | Follow the steps below to process Outpatient orders when Health Connect and KRMS are back online. |

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| Step | Action |
| 1. | Accession the order/s in KRMS using CO (Outpatient Accession) functions for manual orders. |
| 2. | Labels will automatically print after accessioning. It may include both Cerner and RMS collection labels. Validate that all labels have printed. |
| 3. | Affix the label to the appropriate container. |
| 4. | Complete the Specimen Log-In process. |
| 5. | * 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 and KRMS are unavailable, follow the steps below to process Inpatient orders. | |
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| Step | Action | |
| 1. | Receive the specimen from the Lab assistant with the Manual Lab Requisition form. | |
| 2. | For Interfaced instruments, manually program the instrument with the Patient’s name and MRN and run the test/s. Printers on the analyzers will be turned on if not currently set to automatically print sample reports. | |
| 3. | For Manual tests, perform the test and document the result. | |
| 4. | Fax the results to the requesting location.  **NOTE:** Transcribe the results to the Temporary report form for instruments that DO NOT print results in a compliant reporting format. | |

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| RECOVERYINPATIENT/OUTPATIENT ORDERS (CLS) | | | Follow the steps below to process Inpatient/Outpatient orders without barcode when Health Connect and KRMS are back online. | |
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| Step | Action | |
| 1. | Enter the results using the information received with the specimen. | |
| 2. | If the instrument does not support the overlay of results:   * Manually enter the results in the Accession Result Entry or Micro Result Entry application in Cerner and Verify the results. | |
| 3. | If the instrument supports the overlay of results:   * Overlay the programmed patient’s name and MRN with the assigned Cerner Accession number at the instrument interface. * Re-transmit the results through the interface. * Review and verify the results in the Instrument Queue or Accession Mode Result entry in Cerner   **Note:** Be sure to match the patient’s name, collection date and time with the appropriate test. | |
| 4. | Verify results, patient information, collection information, and order information are correct on the Temporary Report forms and in KP HealthConnect, RMS, and Cerner. | |
| 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, instrument printouts and HC order printouts 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 Co  10/30/13 |  |  |  |
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