KAISER MEDICAL CARE PROGRAM
ORANGE COUNTY AREA
POLICIES AND PROCEDURES

TITLE:	LABORATORY P&P	INDEX NO:	09-550-01
SECTION:	LIS	ORGIN DATE:	07/15
SUBJECT:	KPPI/MEDICOPIA DOWNTIME PROCEDURES		

PURPOSE

To establish a written expectation and guideline for partial or complete Kaiser Positive Patient Identification (KPPI) downtime to prevent unnecessary delays in processing and resulting of laboratory tests.

POLICY

The laboratory will immediately default to the KPPI Downtime Procedure when the system is not available.

SCOPE

This procedure is intended for laboratory assistants or other health care providers responsible for obtaining and processing specimens.

EQUIPMENT / SUPPLIES

KPPI Handheld
Medicopia Software
Computer

SPECIAL SAFETY PRECAUTIONS

- All blood and body fluid specimens should be considered potentially infectious and should be handled with Universal Precautions.
- Accidental puncture with a clean or contaminated piercing device must be reported to a laboratory supervisor or Lead Clinical Laboratory Scientist immediately.

DEFINITIONS

MediCopia - is a unique automated information system based on the integration of seven technologies in one compact handheld computing device. These seven technologies are a handheld computer or laptop (for work order processing), a bar code scanner (for positive patient identification), a portable thermal label printer (for label generation at the bedside), and an integrated wireless radio (for real time data transmission), mobile software applications, interface software with host systems (hospital information system, laboratory information system, blood bank system, etc.), and a patient wristband containing a barcode or an RFID tag.

KRMS – Kaiser Results Management System

PROCEDURE:

NOTIFYING THE HELP DESK

Follow the steps below to notify the help desk of KPPI/Medicopia being unavailable **(Unscheduled Downtime).**

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 KPPI/Medicopia are down.

KPPI/ Medicopia Down, All other systems Up

Step	Action	
1.		
	If	**Then**
	Health Connect Orders Exist	For Cerner labels: 1. Check the orders in Collections Inquiry and print the accession numbers. 2. Verify date and time of collection for orders. 3. Assign draws to lab assistants. 4. Perform Specimen log in after samples are collected. 5. Deliver samples to testing departments. For KRMS labels: 1. Print accession in KRMS using CR function. 2. Assign draws to laboratory assistants. 3. Perform Complete Accessioning using KRMS CA function after samples are collected. 4. Deliver samples to testing departments.
	New Test Orders	➤ Inform the hospital units to call the laboratory for new STAT or Timing Critical test orders. For Cerner labels: 1. Check the orders in Collections Inquiry and print the accession numbers. 2. Verify date and time of collection for orders. 3. Assign draws to lab assistants. 4. Perform Specimen log in after samples are

		collected.
		5. Deliver samples to testing departments.
		For KRMS labels:
		  1. Print accession in KRMS using CR function.
		  2. Assign draws to laboratory assistants.
		  3. Perform Complete Accessioning using KRMS CA function after samples are collected.
		  4. Deliver samples to testing departments.

3.	**Recovery** ➢ Once all KPPI/Medicopia is Up, all the historical data will be automatically updated and interfaced as completed orders. ➢ Resume the dispatcher duties. ➢ Check for any missed orders from previous shift and resolve any issues.	

Medicopia/KPPI Down, RMS Down

Step	Action
1.	➢ Send Notification to all hospital units of the KPPI and RMS downtime. ➢ Inform the hospital units to call the laboratory for new STAT or Timing Critical test orders.
2.	➢ When samples are collected, use Health Connect labels for labeling. ➢ Follow Medical Center Laboratory RMS downtime protocol. ➢ Run STAT and Timing Critical samples.
3.	**Recovery** ➢ Once the RMS and all KPPI handhelds are Up, all the historical data will be automatically updated and interfaced as completed orders. ➢ Resume the dispatcher duties. ➢ Check for any missed orders from previous shift and resolve any issues.

REFERENCES:

Medicopia® User Reference Guide for Specimen Collection v4.0
Medicopia® User Administrator's Guide v4.0
Lattice® Medicopia Review. Retrieved March 16, 2011 from
      http://www.lattice.com/index.php?option=com_content&view=article&id=7&Itemid=7.

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Document History Page

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 07/08/15	*(signature)* 7/20/15	*(signature)* 7/9/15	7-20-15