Health Connect Downtime Procedures

Purpose or Principle or Introduction

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

Scope

This procedure is intended for all users.

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.
2) 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.

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 01.1210

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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Kaiser Permanente
Medical Care Program
California Division – South

SCPMG Laboratory Systems
LIS Section
Policy/Procedures/Process

Health Connect Downtime Procedures, Continued

Notifying the Helpdesk	
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.

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.
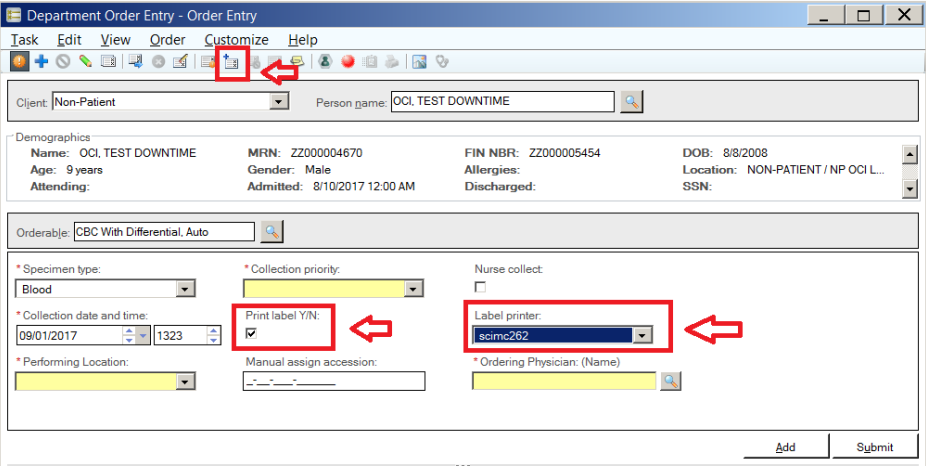
Health Connect Downtime Procedures, Continued

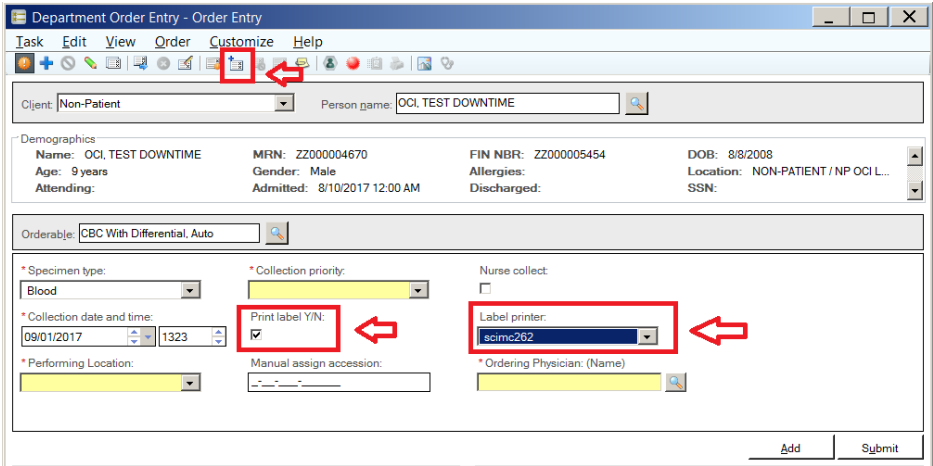| **DURING DOWNTIME INPATIENT ORDERS (LAB ASSISTANTS)**	
Step	**Action**
1	Use the **Manual Lab Requisition form** to determine orders for collection and processing.
2	For **Stat** and **Timed draws**: Collect the samples using the '**Add New Container**' function in KPPI. **Note:** If it is a Long/Critical downtime and the patient is a **New Admit** or from ER, the patient will not appear in KPPI. If not in KPPI, accession the sample using **Cerner Department Order Entry** and use the printed labels to draw the patient's sample. Another option is to manually handwrite the Patient information (2 identifiers) and collection information (date, time, initials) on the label.

Health Connect Downtime Procedures, Continued

3	• Accession the order/s in Cerner DOE **(Department Order Entry).** • Fill in all the required fields. • Use the **"Add order to scratch pad"** to net orders to one accession number. • Put a check mark on **Print Label** and select the **Label Printer** to have the labels print automatically after submitting the orders.
	Note: For Quest tests that have not been migrated over to Cerner: Accession the order/s using one of the following functions: • SO (Outpatient Scheduled Order Accession), OE (Outpatient Order Entry Accession), CO (Outpatient Accession). **Important!!!** • **Make sure to select the correct tests when searching for the order. Most tests would have the 'GL'. i.e. BUN GL.**
4	Validate that all labels have printed.
5	Affix the label to the appropriate specimen.
6	Complete the Specimen Log-In process.
7	Distribute the copies of the orders together with the specimens to the testing departments.

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Health Connect Downtime Procedures, Continued

	DURING DOWNTIME **OUTPATIENT ORDERS** **(LAB ASSISTANTS)**
Step	**Action**
1	Use the **Manual Lab Requisition form** to determine orders for collection and processing.
2	• Accession the order/s in Cerner DOE (**Department Order Entry).** • Fill in all the required fields. • Use the **"Add order to scratch pad"** to net orders to one accession number. • Put a check mark on **Print Label** and select the **Label Printer** to have the labels print automatically after submitting the orders. **Note:** For Quest tests that have not been migrated over to Cerner: Accession the order/s using one of the following functions: • SO (Outpatient Scheduled Order Accession), OE (Outpatient Order Entry Accession), CO (Outpatient Accession). **Important!!!** • **Make sure to select the correct tests when searching for the order. Most tests would have the 'GL'. i.e. BUN GL.**
3	Validate that all collection labels are printed.
4	Affix the label to the appropriate container.
5	Complete the Specimen Log-In process.

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Health Connect Downtime Procedures, Continued

6	• If the test is to be performed locally, give the sample and the order print-out/form to the CLS. • If the test is NOT to be performed locally, initiate the Specimen tracking process.

INPATIENT and OUTPATIENT ORDERS (CLS)	
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** from the instrument. Use the **stamp** for Temporary Lab Report Form and fill in all the required information. For Manual tests, perform the test and document the result on the Temporary Lab result Form.
4	**Fax the results** to the requesting location.
5	Results from Cerner/RMS will interface to Health Connect as soon as the system is back online.
6	**For Inpatient CLS:** Complete a Post-downtime validation. Refer to the Computer Systems Validation Post Downtime Procedure LIS 01.1210
7	All faxed results and Manual slips are filed and are kept for 3 years.

Health Connect Downtime Procedures, Continued

Controlled Documents   The following controlled documents support this policy.

Procedure
Computer Systems Validation Post Downtime

Form
Computer Systems Validation Post Downtime Log
Computer System Problem Logsheet

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Reviewed and approved by (for Medical Center Area Approval Only):

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HISTORY PAGE

Type of Change: New Major, Minor	Description of Change(s)	Name of Responsible Person/Date	Operations Director, Area Laboratory Review/Date	CLIA Laboratory Director Review/Date	Date Change Implemented
New		Ruby Co 10/30/13			
Major	Use of Cerner DOE (Department Order Entry) for Manual Orders.	Ruby Co 9/1/17			