Inpatient Cerner Downtime

Purpose or Principle or Introduction

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

Scope

This procedure is intended for all users.

Policy

During Cerner Downtime, the laboratory receives either an electronic or 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 Cerner must call the Helpdesk.
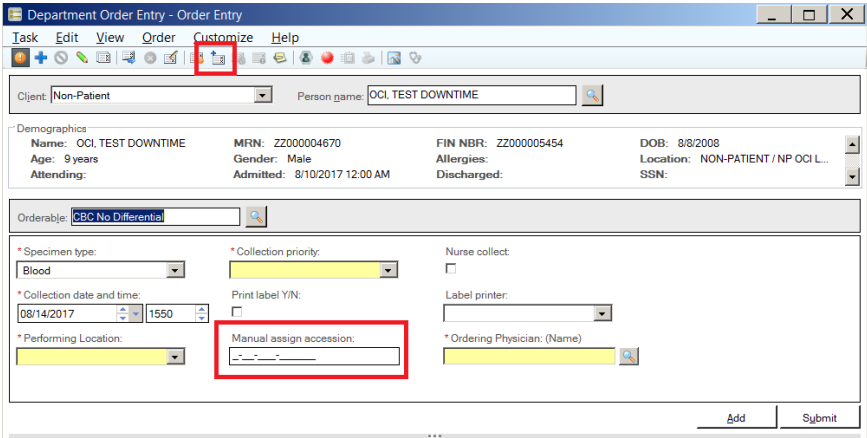- The supervisor is also notified of the outage.

Inpatient Cerner Downtime, 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 Cerner is down.

DURING DOWNTIME INPATIENT ORDERS (LAB ASSISTANTS)	
Step	**Action**
1	Inform the Nursing stations that Cerner is down and that they would need to call the lab for any Stat or Timed draws.
2	Use the **KP Health Connect Ancillary Page** printout to determine orders for collection and processing. **Note:** For Routine and/or Send out specimens, save them on the side in a bucket to be processed when the system is back up. Process the sample as required if it needs plating, special handling, etc.
3	For **Stat** and **Timed draws**: Collect the samples using the '**Add New Container**' function in KPPI. For new admit patients, use the HC Chart labels to label the specimens.
4	Apply **Cerner Downtime Barcodes** on the specimens and on the **KP Health Connect Ancillary Page printout.** **Note:** Do not obscure the patient and collection information on the samples.
5	Make enough copies of the KPHC printout to be distributed to the testing department. Keep a copy at the front area to use when the system is back online.
6	Distribute the copies of the orders together with the specimens to the testing departments.

Inpatient Cerner Downtime, Continued

<table>
<tr><td colspan="2" align="center">RECOVERY
INPATIENT ORDERS
(LAB ASSISTANTS)</td></tr>
<tr><td align="center">Step</td><td align="center">Action</td></tr>
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Accession the order/s in Cerner DOE (**Department Order Entry**). Scan the Cerner Downtime Barcode used to label the tubes in the "**Manual Assign Accession**" field.

Use the **"Add order to scratch pad"** to net orders in one accession number.

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.**
- **Order all tests at the same time**. If you miss an order, use a new set of accession numbers and notify the CLS.

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<tr>
<td align="center">2</td>
<td>Complete the **Specimen Log-In** process. **Print Labels** with the patient and collection information.</td>
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<td align="center">3</td>
<td>For tests performed locally, drop the labels in the downtime labels designated area/bin in each section.</td>
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<tr>
<td align="center">4</td>
<td>If the test is NOT to be performed locally, initiate the Specimen tracking process.</td>
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Inpatient Cerner Downtime, Continued

	DURING DOWNTIME INPATIENT ORDERS (CLS)
Step	**Action**
1	Receive the Downtime Barcode labelled specimen from the Lab assistant with the KP Health Connect Ancillary Page printout. Follow **Downtime Job Aid for CLS.**
2	For Interfaced instruments, manually program the instrument with the **Downtime Barcode accession number** and select test if needed. Printers on the analyzers will be turned on if applicable. Use the Temporary Lab Report **stamp** and fill in required information.
3	For Manual tests, perform the test and document the result on the Temporary Lab result Form.
4	Fax/tube the results to the requesting location.

	RECOVERY INPATIENT ORDERS (CLS)
Step	**Action**
1	Re-transmit the results through the interface. Review and verify the results in the Instrument Queue Mode or Accession Result entry Mode in Cerner. **Note:** Result may have been auto-verified if test/instrument is on Auto-verification.
2	Validate that the results, patient information, collection information, and order information are correct on the Temporary Report forms and in KP Health Connect, KRMS, and Cerner.
3	Results from Cerner will interface to Health Connect as soon as the system is back online.
4	Launch Cerner ORV and type in patient MRN. Select the order/s that are duplicate and cancel order/s with the reason: **Duplicate Request, test not performed.**
5	Complete a Post-downtime validation. Refer to the Computer Systems Validation Post Downtime Procedure LIS 01.1210
6	All faxed results, instrument printouts and HC order printouts are filed and are kept for 3 years.

Inpatient Cerner Downtime, 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

Job Aid
Downtime Job Aid for CLS

Author)s)   Ruby Co, CLS

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

SIGNATURE	DATE
Name: Mary Lou Beaumont **Operations Director, Area Laboratory**	
Name: Dr. Jana Pindur **CLIA Laboratory Director**	

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Inpatient Cerner Downtime

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 9/7/17			