

## Outpatient Cerner Downtime

**Purpose or Principle or Introduction**

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

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**Scope**

This procedure is intended for all users.

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**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.

**Who To Notify**

- The person observing the unavailability of Cerner must call the Helpdesk.
- The supervisor is also notified of the outage.

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## Outpatient Cerner Downtime, Continued

<b>Notifying the Helpdesk</b>	
<b>Step</b>	<b>Action</b>
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 lab staff, MOB Team Leader/Urgent care/Reception that Cerner Lab System is down.

<b>DURING DOWNTIME            OUTPATIENT ORDERS – DRAW STATION ONLY            (LAB ASSISTANTS)</b>	
<b>Step</b>	<b>Action</b>
1.	Request Central reception to print Health Connect labels for patients that are checking in for lab.
2.	Review the Lab Order printout from reception or Manual form to determine what orders to process.
3.	Collect the specimens based on the order list.
4.	Use the Health Connect labels and write collection information. Alternatively, use blank labels and manually handwrite the Patient's name, Medical record number, Collection date/time, and collector information. Affix the labels to the specimens immediately after collection.
5.	If the order is Routine, hold the specimens for accessioning until Cerner is back online.
6.	If the order is STAT to be performed at OCI, send the sample un-accessioned with the paperwork.

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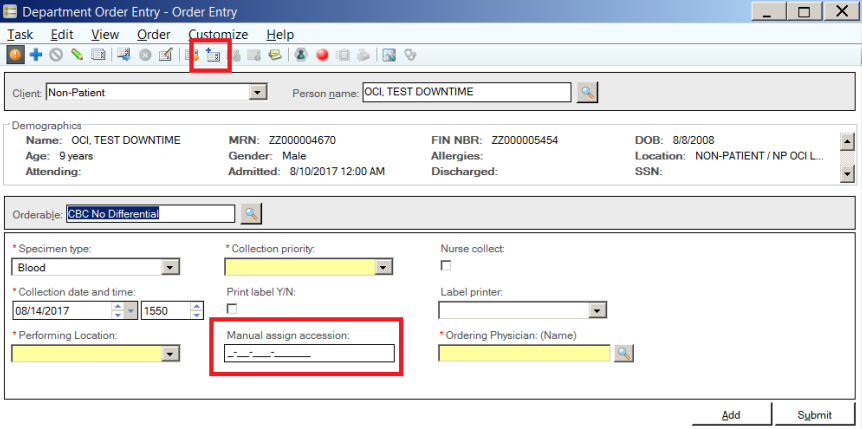
## Outpatient Cerner Downtime, Continued

<b>RECOVERY            OUTPATIENT ORDERS - DRAW STATION ONLY            (LAB ASSISTANTS)</b>	
<b>Step</b>	<b>Action</b>
1	Use the Lab Order printout from reception or Manual form to identify orders to be accessioned.
2	Go to KRMS SO or OE function and pull out orders.
3	Validate that all labels have printed.
4	Affix the label to the appropriate specimen.
5	Complete the Specimen Log-In process.
6	Initiate the Specimen tracking process.

<b>DURING DOWNTIME            OUTPATIENT ORDERS - <u>URGENT CARE LAB ONLY</u>            (LAB ASSISTANTS)</b>	
<b>Step</b>	<b>Action</b>
1	Request Central reception to print Health Connect labels for patients that are checking in for lab.
2	Review the Lab Order printout from reception or Manual form to determine what orders to collect and process.
3	Collect the specimens based on the order list.
4	Use the <b>Cerner Downtime Accession labels for STAT Orders ONLY</b> and write Collection date, time and collector information on the labels. Affix the labels to the specimens and the order printout.
5	If the order is STAT to be performed locally, give the sample and the order print-out/form to the CLS.
6	If the order is Routine, hold the specimens for accessioning until Cerner is back online.

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## Outpatient Cerner Downtime, Continued

<b>RECOVERY                  OUTPATIENT ORDERS - <u>URGENT CARE LAB ONLY</u>                  (LAB ASSISTANTS)</b>	
<b>Step</b>	<b>Action</b>
1	Use the Lab Order printout from reception or Manual form to identify orders to be accessioned.
2	<p>Accession the order/s in Cerner DOE (<b>Department Order Entry</b>). Scan the Cerner Downtime Barcode label used to label the tubes in the “<b>Manual Assign Accession</b>” field.</p> <p>Use the “<b>Add order to scratch pad</b>” to net orders to one accession number.</p>  <p><b>Note:</b> 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)</p> <p><b>Important!!!</b></p> <ul style="list-style-type: none"> <li>• <b>Make sure to select the correct tests when searching for the order. Most tests would have the ‘GL’. i.e. BUN GL.</b></li> <li>• <b>Order all tests at the same time.</b> If you miss an order, use a new set of accession numbers and notify the CLS.</li> </ul>
3	Complete the <b>Specimen Log-In</b> process. <b>Print Labels</b> with the patient and collection information.
4	For tests performed locally, give the printed labels to the CLS to resulting.
5	If the test is NOT to be performed locally, initiate the Specimen tracking process.

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## Outpatient Cerner Downtime, Continued

<b>DURING DOWNTIME            OUTPATIENT ORDERS - <u>URGENT CARE LAB ONLY</u>            (CLS)</b>	
<b>Step</b>	<b>Action</b>
1	Receive the downtime barcode labelled specimen from the Lab assistant with the Lab Order printout from reception or Manual form. Follow the <b>Downtime Job Aid for MOB CLS</b> .
2	For Interfaced instruments, manually program the instrument with the <b>Downtime Barcode accession number</b> and select test if needed. Printers on the analyzers will be turned on if applicable. Use the Temporary Lab Report <b>stamp</b> and fill in required information.
3	For Manual tests, perform the test and document the result on the Temporary Lab result Form.
4	Fax the results to the requesting location.

<b>RECOVERY            OUTPATIENT ORDERS - <u>URGENT CARE LAB ONLY</u>            (CLS)</b>	
<b>Step</b>	<b>Action</b>
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. <b>Note:</b> 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 (Order Result Viewer) and type in patient MRN. Select the order/s that are duplicate and cancel order/s with the reason: <b>Duplicate Request, test not performed.</b>
5	All faxed results, instrument printouts and HC order printouts are filed and are kept for 3 years.

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## Outpatient Cerner Downtime, Continued

**Controlled Documents**

The following controlled documents support this policy.

Job Aid
Downtime Job Aid for MOB CLS

**Author(s)**

Ruby Co, CLS

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

SIGNATURE	DATE
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