Inpatient KRMS Downtime

Purpose or Principle or Introduction

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

Scope

This procedure is intended for all users.

Policy

During KRMS 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 KRMS must call the Helpdesk.
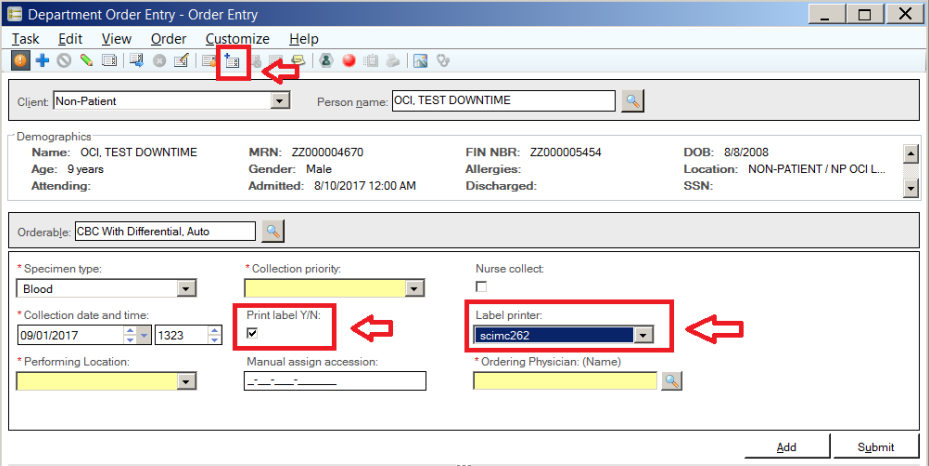- The supervisor is also notified of the outage.

Inpatient KRMS 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 KRMS 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. **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.

Inpatient KRMS Downtime, Continued

4	• 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.**

5	Validate that all labels have printed.
6	Affix the label to the appropriate specimen.
7	Complete the Specimen Log-In process.
8	Distribute the copies of the orders together with the specimens to the testing departments.

Inpatient KRMS Downtime, Continued

INPATIENT ORDERS (CLS)	
Step	**Action**
1	Receive the specimen from the Lab assistant with the **KP Health Connect Ancillary Page.**
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	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.**
7	Complete a Post-downtime validation. Refer to the Computer Systems Validation Post Downtime Procedure LIS 01.1210
8	All faxed results, instrument printouts and HC order printouts are filed and are kept for 3 years.

Inpatient KRMS 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

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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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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			