

Outpatient 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.

Who To Notify

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

Outpatient 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 lab staff, MOB Team Leader/Urgent care/Reception that KRMS is down.

Continued on next page

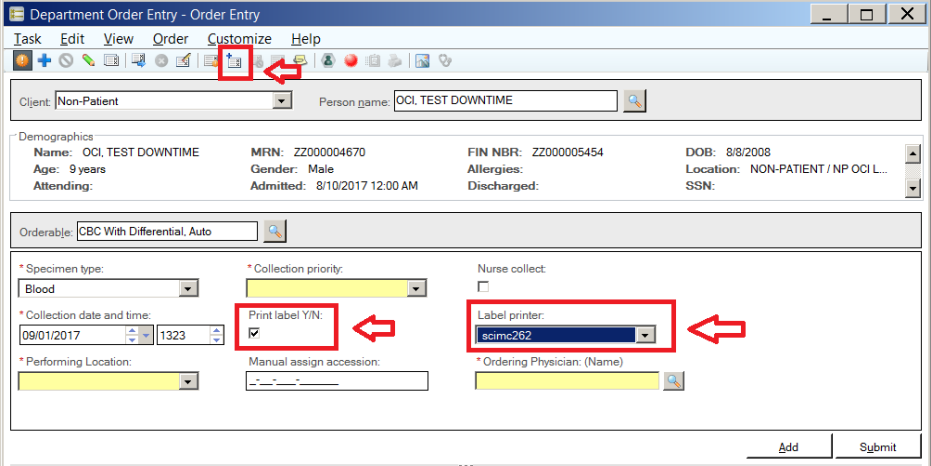
Outpatient KRMS Downtime, Continued

DURING DOWNTIME OUTPATIENT ORDERS – DRAW STATION ONLY (LAB ASSISTANTS)	
Step	Action
1	Request Central reception to print Health Connect labels for patients that are checking in for lab. Reception would need to print orders from Health Connect.
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.

RECOVERY OUTPATIENT ORDERS - DRAW STATION ONLY (LAB ASSISTANTS)	
Step	Action
1	Use the Lab Order printout from reception or Manual form to identify ROUTINE 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.

Continued on next page

Outpatient KRMS Downtime, Continued

DURING DOWNTIME OUTPATIENT ORDERS - <u>URGENT CARE LAB ONLY</u> (LAB ASSISTANTS)	
Step	Action
1	Review the Lab Order printout from reception or Manual form to determine what orders to collect and process.
2	<ul style="list-style-type: none"> • Accession the STAT order/s ONLY 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. <div style="text-align: center;">  </div> <p>Important!!!</p> <ul style="list-style-type: none"> • Make sure to select the correct tests when searching for the order. Most tests would have the ‘GL’. i.e. BUN GL.
3	Collect the specimens using the labels from Cerner. Complete the Specimen Log-In process.
4	If the order is STAT to be performed locally, give the sample to the CLS.
5	If the order is Routine , hold the specimens for accessioning until KRMS is back online.

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Outpatient KRMS Downtime, Continued

RECOVERY OUTPATIENT ORDERS - <u>URGENT CARE LAB ONLY</u> (LAB ASSISTANTS)	
Step	Action
1	Use the Lab Order printout from reception or Manual form to identify ROUTINE 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.

OUTPATIENT ORDERS - <u>URGENT CARE LAB ONLY</u> (CLS)	
Step	Action
1	Receive the specimen from the Lab assistant with the KP Health Connect Order printout.
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	All faxed results, instrument printouts and HC order printouts are filed and are kept for 3 years.

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Outpatient KRMS Downtime, Continued

Author(s) Ruby Co, CLS

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

SIGNATURE	DATE
Name: <u>Mary Lou Beaumont</u> Operations Director, Area Laboratory	
Name: <u>Dr. Jana Pindur</u> CLIA Laboratory Director	

Continued on next page

