

## KPPI Downtime

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**Purpose or Principle or Introduction**

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

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**Scope**

This procedure is intended for all users.

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**Policy**

The laboratory will immediately default to the KPPI Downtime procedure when the system is not available.

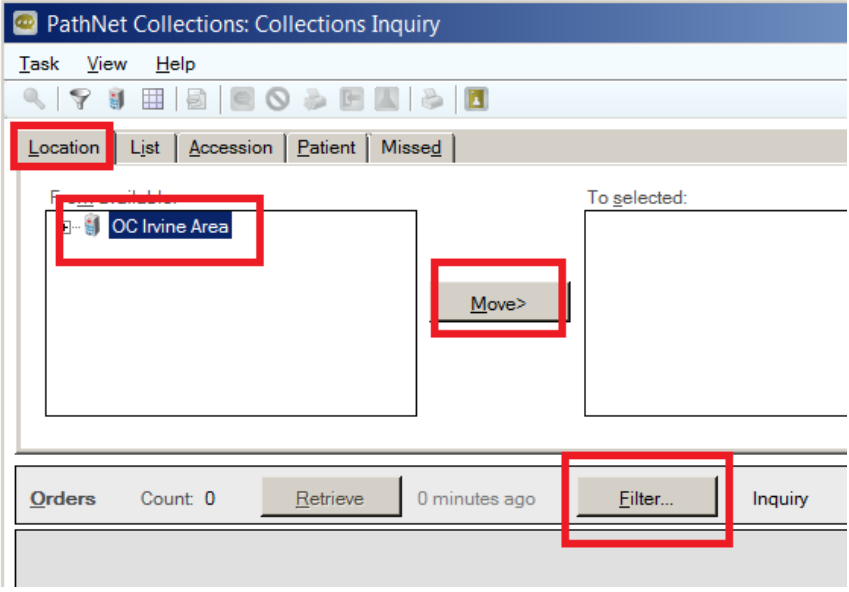
**Who To Notify**

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

<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 the department sections that KPPI is down.

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## KPPI Downtime, Continued

<b>DURING DOWNTIME INPATIENT ORDERS</b>	
<b>Step</b>	<b>Action</b>
1	Inform the nursing stations that KPPI is down and that they would need to label their samples using the Health Connect labels.
2	<p>Lab staff monitors all active Dispatched and Scheduled Inpatient orders via <b>Collections Inquiry</b> in Cerner.</p> <p>Open Collections Inquiry. Select <b>Location</b>, select <b>OC Irvine Area</b>. Click on <b>Move</b> to selected. Click on <b>Filter</b>.</p> 

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## KPPI Downtime, Continued

3 Select the following filters.

Collection Status: **Dispatch and Pending**. Time Window: Look ahead and Look behind hours. Leave everything else unchanged. Click **OK**.

**Note:** You can change the time window search to see other orders scheduled for a much later time.

**Inquiry Filters**

**Collection Statuses**

- Dispatch
- Pending

Select...

**Specimen Types**

- Abdom Cavity
- Abdominal Fl
- Abscess
- Amniotic Fl
- Aort Val
- Aorta
- AP Specimen
- Arterial Line
- Ascites Fl

Select...

**Collection Priorities**

- (None)
- RT
- ST
- TC

Select...

**Date/Time Options**

Time window

Look ahead hours: 3

Look behind hours: 2

Cutoff hours

Future 24

Past 24

**Nurse Collect Flag**

Include

Exclude

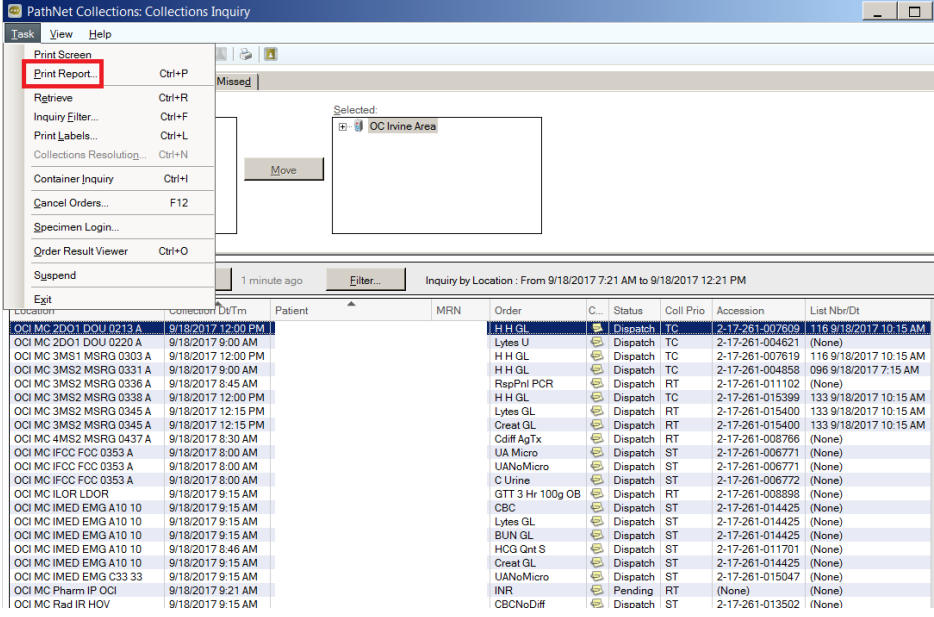
Only

Apply filters?

OK Cancel

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## KPPI Downtime, Continued

4	<p>You can sort the list by Location, Collection date/time, Priority, etc. Use the Print Report option if you need a print out of the list.</p> 
5	<p><b>Print applicable labels</b> for specimens/orders to be drawn.  <b>Note:</b> Collection labels for patients admitted prior to KPPI downtime can be generated from KPPI as long as the user does not log off or try to update orders. However, collection information from KPPI will not transmit to Cerner until system is restored.</p>
6	<p>Assign and give labels to phlebotomist for specimen collection.</p>
7	<p>Phlebotomist positively identifies the patient by using 2 unique identifiers.</p>
8	<p>Document collection date/time and NUID on label.</p>
9	<p>Lab staff opens <b>Specimen Log in</b> and enters the collection information in Cerner.</p>
10	<p>Process and distribute specimens to the testing department.</p>
11	<p>CLS performs and verifies lab results in Cerner.</p>

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## KPPI 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

**Author(s)**

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

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