Beaumont

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Laboratory Beaker Downtime Procedure

Document Type: Procedure

I. PURPOSE AND OBJECTIVE:

This procedure is to walk through the various general steps of Beaker downtime and recovery. Each department may have a department specific procedure for downtime processes for their area.

Note: Soft Bank users refer to Blood Bank Computer Downtime Scenarios.

II. DEFINITIONS:

A. Epic oneChart Business Continuity Access (BCA)-Downtime computer that holds a snapshot of Epic prior to the system going down. Epic BCA downtime computers are located throughout the facilities and managed by each department.



- B. **Downtime Requisition**-This is the paper order that should accompany all downtime specimens from inpatient and emergency floors. This should contain:
 - 1. Patient Name
 - 2. Date of birth (DOB)
 - 3. Medical Record Number (MRN)
 - 4. B Number (Band Number)
 - 5. Patient Room/Location
 - 6. Tests Requested
 - 7. Date and time of collection
 - 8. Collector employee identification number
- C. **Downtime Label**-Set of 2 labels with a Beaker specimen ID. One label is placed on the tube and one on the patient result/requisition. See example below.

21	IR0-056X00100.1 100018200
	PATIENT NAME
	COLLECT DATE/TIME
	TEST(S)

D. **Specimen Linking**-Process performed once Beaker is up to link results in Epic Beaker to patient orders placed after downtime. Once specimens are linked and the results are final verified all information will be complete and data will route to appropriate reporting method.

III. PROCEDURE:

See Beaker Downtime General Workflow attachment.

Note: During downtime, outpatient/outreach routine testing is usually held until the system is back up. In an extended downtime, it may be determined to start testing specimens with a shorter stability or process appropriately to preserve the stability. The testing departments will work closely with Lab Leadership in this situation to determine the actions needed in an extended downtime.

A. DOWNTIME LABEL PRINTING:

- 1. Prior to downtime, the lab must have pre-printed downtime Labels. These labels are printed on each campus by the staff preparing downtime materials. Downtime labels do not expire and each site should always have a supply. The number of labels that should be available at each site is determined by the size of the lab and its testing volume.
- 2. To create the downtime labels, search for "Downtime Specimen Creation".



3. Select the facility campus to create campus specific downtime labels. The default campus location is the user's current campus login location. This can be manually edited as needed.

¥.	Downtin	e Specimen Creation		2	
Laboratory:	RYO LABORA	000		ρ	
Number of Specimens:	Lab Name		Lab ID		
Part and	LAB GENERIC	Select Facility campus to			
PTINE LabelS	DBN LABORA	create campus specific barcodes. The default	200001		
Labels Per Specimen:	CNT LABORA	campus is the users curren campus login location. This	nt 200002		
Label Printer.	FMHLABORA		is 200003		
Summary:	GRP LABORA	can be manually edited as	ed as 200004		
	RYO LABORA	needed.	200005		
	RYO STAT LA	8	1230200006		
	TLR LABORAT	ORY	1230200007		
	TRT LABORAT	(OR)Y	1230200008		
	TRY LABORAT	ORY	1230200009		
	WYN LABORA	TORY	1230200010		
	DEN BLOOD B	JANK	1230200011		
	FMH BLOOD B	JANK	1230200012		

4. Number of label sets to print per request ranges from 1 to 500. Default copies is set to two identical copies per set. If more identical copies are desired, increase the value accordingly.



5. Search for the desired label printer for output. The user must select a networked Epic label printer. Confirm the printer name prior to executing the print job.

+	Downtime Specimen Creation		×
Laboratory:	RYO LABORATORY		
Number of Specimens:	1		5
Print Labels:	Yes No		
Labels Per Specimen:	2		5
Label Printer:	DEVERSE	(p
Summary.	Device Name	Device ID	-
	DEV8426	8426	^
Search for and	DEV67645	67645	
select name of	CANTON ED INTERMEC	43313	
networked Epic	CASSETTE_1EE_R11	67822	
abel printer for output.	CASSETTE_1EH_R21	67828	
	CASSETTE_1EM_R31	67830	
	CASSETTE_1EQ_R41	67832	
	CASSETTE_1ET_R51	67834	

6. Confirm there is adequate stock of labels in the label printer before printing labels. Execute print request by selecting "Create More". The Summary box displays contents of the print job. Each time the "Create More" button is selected, the Summary box updates.

Laboratory:	00011000170	
	RYOLABORATO	RY
Number of Specimens:	1	
Print Labels:	Yes No	
Labels Per Specimen:	2	
Label Printer:	DEV8426	
Summary: RYO LABORATORY (Specime Specimen IDs. 21R0-020 Labels per specimen. 2 Label Printer: DEV8426 RYO LABORATORY (Specime Specimen IDs. 21R0-020 Labels per specimen. 2 Labels per specimen. 2 Labels Printer: DEV8428	ns: 1) X00002 ns: 1) X00001	Confirmation of the requested print job(s) displays in the Summary box. Each time "Create More" is pressed the Summary box updates with the executed print request.

B. SPECIFIC INSTRUMENT INSTRUCTIONS:

- 1. Abbott
 - a. Order tests in Instrument Manager (IM) under Patient and Order Management (POM).
 - b. Enter the Medical Record Number (MRN) as the patient ID. If the patient has been seen before, the patient information will populate. If not, enter the patient's information.
 - c. Enter the downtime specimen ID to enter the required test for that specimen.

Patient and Order M	anagement X										
Patient Information											
Patient ID					lo te	for D.F.				Specie	mens
Patient Name		25			0.000	2001271					
SSN		44									
MEN											
DOB	375/2021 •										
Sex	C Male C Female C Unknown										
Location Facility											
Admitting Physician		Clear			-						
	_		Downt	time ID							
Specimen Information											
Specimen ID		Dader Tests >>>		In a	La c	10	14		le se a	Te Te	iti Lo
Specimen Collection	Date Time	Cancel Tests	lien	presat	Tows	TE406	[Connection[i]	Instanentio	Ineruit Date/Time	Herelence Hange	Lonmen
Fluid Type	2	 Send to Host 									
Pricelty	@ Routine C STAT	Print Barcode									
Ordering Physician	2	Print Specimen									
Comments		Clear									

- 2. ABL
 - a. Scan the downtime barcode when running the test on the instrument
- 3. Sysmex WAM (Work Area Manager), IRICELL and ACL Tops
 - a. See attachment.

C. RESULT REPORTING DURING DOWNTIME:

1. Each technical department should have their own individual downtime procedure as it relates to testing specimens and result reporting. These can include the following:

- 2. Testing Specimens:
 - a. Manual programming of specimen on instruments
 - b. Manual Logs
- 3. Resulting:
 - a. Sending results via pneumatic tube system to the unit(s)
 - b. Calling results to the unit.
- 4. Critical Results should be called by the reporting technologist to the patient nurse for inpatients. Outreach critical results can be sent to Customer Service to contact the client.
- 5. Significant diagnosis and/or critical diagnosis from Anatomic Pathology, determined by resulting pathologist, will be called to the requesting physician by the resulting pathologist or manager.

D. ORDERING TEST(S) WHEN SYSTEM UP:

Results held in the middleware during downtime will be sent to Epic without patient information or order information. Unmatched results populate the Epic Beaker work queue "Specimen Linking". During the downtime recovery, results are manually associated with an order and specimen in Epic

- 1. For inpatients and emergency center patients, use the process described below. For outpatients or Outreach patients, use the One Click or requisition entry process.
- 2. Use Patient Station to locate the correct patient. Double click on the proper admission/encounter.

	Compared Contract Review Specimen Ingery Communications Relief Station	• 4
- IB	Last refreshed: 2/26/2021 10:59:22 AM	0 .* X
	(2) gene kapit 🗲 One Clicij = Ф Gene Kapit 🚯 Januardon Ordena 💑 Sapita	
Infantp Beakerepic Female, 15m.o., 11/23/2019	② Some encounters may be hidden based on the applied filters.	Adjust Filters Result Filters Hide Message
Milly: 9103458 Red: 5035	Council Prog Add Epinole	Current <> 7 Days 10 100000 - 1000000
Code: Not on file (no ACP docs)	Encountrie [Priscy [P: Gama Context Type Ontex Type Ontex Type Admit 0: Ad	
D beech		
solution: None		
AUDINORS Rot on File		
Test, Inpatient Physician,		
· Attending	All encounters tablet. View One Obat Obate Entry Event Mat Prior Forms Banefit Cat	
coverage: None	Demographics Selected Encounter	
Infresh Header: None	Administration and the second se	New York Backley, List
BN Status None	Admission creat Insurant registration	None
	Test, Inpatient Physician, MD Lust stemating - Toutiment learn	
	Additional Orders and Documentation	Care Timeline
	A familie A faith Codes E Fourberts Montology	01/03 Q Admitted 11/32
	Encounter Inform History, Albergies, Education, Care Han, Oxfailed Report.	Expected Medication List at Discharge None

3. Check in the Order Inquiry tab to check if an order(s) were already placed. If there is an order(s), proceed to collecting the specimen.



4. If no orders are present, a new order will need to be placed. Type in the test(s) to be order in Manage Orders and click New.



5. The orders will populate under the order field. Click on New Order to change the frequency to LAB ONCE.

6.	Change each order	Manage Orders Order Sets Options • Place new orders or order sets • New Verbal w/ readback • • New Verbal w/ readback • • • • • • • • • • • • • • • • • • •		
	Basic Metabolic Panel (BMI)		✓ Accept X Cancel
	Reference 1. Lab Test Links:	Directory		
	Frequency: LAB ONCE	2/26/2021	NCE LAB TIMED LAB Q AM LAB STAT	
	First Occur	rence: Today 1114		
	Scheduled 02/26/21	Times 🕾 1114		
	Comments: + Add Co	mments (F6)		
	Specimen Blood	2		
	Specimen Src: Blood, Ver	Q, h		
	Add-on: No add-or Phase of Care:	specimen found		
	Chart Required Link Order		(
	B Dext Required Link Order	O OTHEIS		
7.	Click Sign and verif	y the correct ordering information	on is filled in.	

× <u>R</u> emove A	ll ☆ Save Work ✓ Sign		
	11:15 AM		
	Providers	X	
Ordering Information		Filter: Treatment team	
Order mode 🎤			
Verbal w/ readback		٩	
Ordering provider			
TEST, INPATIENT PHYSICIAN		P	
Authorizing Providers			
TEST, INPATIENT PHYSICIAN		2 %	
Entry Information			
Entered by			
RUSSELL, KRISTIN		Q	
Comments			

- 8. After the order is entered, the order must be marked as collected. Go back to Order Inquiry in the patient's chart and locate the order.
- 9. A check mark must be next to the specimen order(s) to collect and click on Collect Specimens.

	_				~									
	€→	۲	Chart Re	view	Specimen	inquiry	Order Inq	uiry Order Entry	Patient Station	Manage O	rders			
IB 🖉	Order	r Inq	uiry				24							
Infantp Beakerepic	O Ref	lesh 🖣	View1 -	Current	History	All 🖂	Ruisaso 🕌 Cojie	t fipecimens 📱 C	ane Builder - 🗙	Cancel +	A.03-g	n 🖻 CC Resigts 👘 Ling	Orders Put. P	xports + 🛞 Proc. Ca
Female. 15m.o. 11/23/2019		то	Que Sta Ord	ier Date	P Spe	cimens	Order		Lab Status		a	Authorizing Provider	Exp Col Date/Tin	e Last Verified F
MRN: 9103458 Bed: 5935		Lab												
ode: Not on file (no ACP docs)	~	•	02	26/2021	1		Basic Meta	ibolic Panel (BMP)	Needs to be	Collected		Test, Inpatient Physicia	02/26/2021 11:	
Search											_			
ation: None														
,ERGIES														
t on File														
Test, Inpatient Physician,														

10. On the next screen, enter the Band Number (B#). This is a hard stop.

IB	Collection	• • • • • ×	Orders %
tp Beakerepic	Blood specimens	V Collection Sequence	Manag
time 9103458 Dect: 5935 Con file (no ACP docs)	Green PST (Blood, Venous) Las TRY LABORATORY Bosc Netabolic Panel (BNP) (Identified 205/2021 15:18 AN) ① X		Veta
lione		Arower Comment	
	Please enter the B Number	0	

11.	After t	he B# is entered, click on Print labels.		
	al Co	ten /51 (libod, Venoud) Late TRY LABORATORY AND CONTROL 2000001 11:01 AND CONTROL 2000001 11:01 AND CONTROL 2000000000000000000000000000000000000	Y Collection Sequence	
	Please or	te Re i Number	Anover Carrent	
			Der Lanes Capit 10 Pertunes	
12.	Scant	of click on the Scan the laber of click to docume		
		Collection	\rightarrow	
	repic 3/2019	Blood specimens		
	, CP docs)	Green PST 21TR-057CH0001 /* Scan the label or click to document the collection Biocontresolut Basic Metabolic Panel (BMP) (Scheduled: 2/26/2021 11:18 AM)		Lab: TRY LABORATORY X
	hysician,	Please enter the B Number		
13.	Click c	on Receive.		

		¥¢	ollection Sequence	
			© Green PST 21TR-057CH00011	
Green PST 21TR-067CH0001 //	Lab: TRY LABORA	TORY X	2111-031-010001-1	
A College				
11207402 🗇 2/26/2021 📋 RUSSELL, KRISTIN	Add Com	ment.		
Blood D Venipuncture D 5 VIEST TR	Q			
Blood, Venous D Blood, Venous				
Datic Metabolic Panel (DMP) (Scheduled: 2/26/2021 11:18 AM)		0		
Please enter the B Number			Answer	Comment
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				ļ
			8	Х Х+
			Regrint Labels	Coject.All Receive
SPECIMEN LINKING:			Regint Labels	Collect All Receive
Searching the word "link: and select "Specin	men Linking".		Regret Labels	Collect All Receipe
At callectors documented Specimen Linking: Searching the word "link: and select "Specir Beaumont Health - epicep3/PRDAPP1 - RYO LABORATORY - D/ Beaumont Health - epicep3/PRDAPP1 - RYO LABORATORY - D/ Search for "Specimen Linking" Laboratory Learning Training Poilow-ups, Poilow-ups, Supervisors Poilow-ups, Poilow-ups,	men Linking".		Regret Labels	Coject All Passage



- 3. Scan Downtime Label on requisition/specimen.
- 4. Test and result linked to the Downtime label will display. Enter the patient Medical Record Number (MRN) or Target specimen.

	A plecues offers								
Add Downline Specime	6			Downtime Result					
Wethod	Specimen ID	Result Received Instant	Test	Turnelected result for the	selected downline specimens.				
RYO 10464668	2990-273409991	09/29/20 11:36		A 2080, 272200000				and Marriel Manuals 197771 Industrial O 19977	-
RYO CHEMUNE	20RO-273X00001	09/29/20 11/29		a toro transmit	100.0		the start line line	and second message (second message) and	
RYO CHEMUNE	20HO-273K00002	09/29/20 1140		BH LAB SODIUM	140	0.00	Anizotny care time		
RYO CHEMILINE	20RO-273X00004	0929201141							
RYO CHEMLINE	30RO-273X00005	0929201141							
				Link to					

- 5. A box will appear with the patient information. If the patient is correct, hit enter or click "Accept".
- 6. Locate the test list. Click "Link" on the test to be linked.

28/21 0966	BH LAB GLUCOUE	64 m	-	010610031-00-07-034	
24/21 1151	EN LAB POTASSIUM	4.1 m	nol/L	02/26/2021 09:45 AM	
05/21 1201	BH LAB SODIUM	139 m	noit	02/26/2021 09:45 AM	
25/21 1223	Link to: Beakerepic, Infantp MRN 9103458, F, 1 ye	ar, 11/23/2019			
25/21 1223	BEAKEREPIC, INFANTP		,C Target Speci	men	
25/21 1226 25/21 1226	Encounters				
25/21 1227	Hospital Encounter (Admitted) 5 WEST TR, 01/03/2	020, CSN 100361801			42 Add Orders
	¥ 20TR-300MC0004 Blood	Bid Cx		Collected 10/26/2020 01:24 PM	
	Culture, Blood Verified				Microbiology
	¥ 21TR-056CH0001 Blood	Green PST		Collected 02/25/2021 01:47 PM	백국 Link
	Comprehensive Metabolic Panel (CMP) Vor	fied			
	¥ 21TR-057CH0001 Blood	Green PST		Collected 02/25/2021 11:28 AM	백 Link
	Basic Metabolic Panel (BMP) On Test				\sim
					C Refresh
	•				

7. Review the order. Collection information can be updated, if needed. If everything is correct, click "Link" in the lower right corner.

CHA: OWNO	Procedure	Priority	Associ	ated Diagnoses	Ordering Provider	Authorizing Provider
M	Basic Metabolic Panel (BMP) [Routine			TEST, INPATIENT PHYSICIAN	TEST, INPATIENT PHYSICIAN
> Recelculate Spec	imen Defaults					
Collection Date:	2/26/2021		C O	Collection Time:	1108 A WEST TR	
Specimen Type:	Blood		م م	Specimen Source:	Blood, Venous	
Container Type:	GREEN TOP-PST			Draw Type:	Venipuncture	



- 9. The user can also work from the list of Downtime specimens. Select the downtime results from the grid on the left side of the activity.
- 10. Enter the patient you want to link to in the Patient field on the right side of the activity. The linking target report that appears shows a patient's existing encounters, specimens, and orders.

-		P Namingan Providence		And the second se	BISHIS Beater
Specimen Lini	king - Downtime Specimens - 1 out of 23				۰. ۰
Original Services	g = Vr Specimen Update				
Add Downtime Spec	ingn	Downtime Result 19D203DN0012 Gurue	S100351, Message 946, Instrument ID 1902030N	802	
Method Spe	cimen ID Result Received Error Code	Link to: Vonnegut, Kurt Jr. Min 105434.M.	97 years, 15151522		
GA BECKM 190	127DA001 052319 1528 NO TEST FOUND IN MESSAGE (3219)	VONNEOUT.KURT JR	D Teper 1	lpecimen	
GA BECKM 190	ISSEMENT2 ESISE/19 1028 LAB CRIROR DOWNTINE SPECIMEN [31/2]	te focounters			
GA BECKM 190	0840A003 8325/19 1646 LAB ERROR DOWNTIME SPECIMEN [2012]				-
GA BECKM 190	12TON0001 05/01/19 1330 LAB/ERROR DOWNTIME SPECIMEN [30/2]	Lab Requisition: ACCS Participating (in Progr	TSD WITCHD LAB, 001002013, IR20359		AM Orders
GABECKM 190	HISONDER BEITETS HISE LABERROR DOWNTIME SPECIMEN [2012]	¥ 19N220CH0119 Blood	Red Top	Collected 06/08/2019 0353	P\$ Link
GABECKM 190	HISONERS2 BEITETTE 1456 LAB ERROR DOWNTIME SPECIMEN [3012]	S W15 Patersium Resulted			
GA BECKM 190	1690A002 06/18/19 1466 LAB-ERROR DOWNTIME SPECIMEN [30/2]	WTS Sodue DN Resulted			
GA BECKM 190	HISONOUS DEVENTING LABERROR DOWNTIME SPECIMEN [2012]	V 19N220CH0520 Elevel	Red Top	Collected 05/05/2019 03/5	
GABECKM 190	HISONOR2 06/18/19 HISE LAB ERROR DOWNTIME SPECIMEN [2012]	D Mitchensten Verlief			
GABECKM 190	HERONORIZ BE/18/19 1456 LAB ERROR DOWNTIME SPECIMEN [2012]				
GA BECKM 190	HERONOMIZ BEITETTE 1456 LAB ERROR, DOWNTIME SPECIMEN [3012]	Hospital Encounter (Admitted) BPR DEPART	MENT, 01/05/2019, CSN 10000962072		R Add Orders
GA BECKM 190	HERONOMIZ BEITETTE 1456 LAB ERROR: DOWNTIME SPECIMEN [2012]	V 1902200-0002 Blood	Red Top	Collected 05/05/2019 0353	
GA BECKM 190	HISONOG2 BE1519 HISE LABERROR DOWNTIME SPECIMEN [3512]	E MIS Sedera DN Co Text			
GA BECKM 190	HERDWORD DEVISION 1454 LAS ERROR DOWNTIME SPECIMEN [3412]	Burgham & Datase			
GA BECKM 190	2010A0011 0722119 1619 LAB ERROR DOWNTIME SPECIMEN [2012]	CHICKNEY CHINK			
GA BECKM 190	12030A0012 0722119 1620 LAB ERROR DOWNTIME SPECIMEN [2012]	ASSAT MAGNESIUM Next schedule	eE05052015 1240, Auth prov Denald Aaron, MD		Mark Collected
GA BECKM 190	0030M013 670219 H20 LAB ERROR DOWNTIME SPECIMEN [3412]	Routine ASSAY LIPASE Scheduled	15292929 1358, Auth prov Bryan Rainey, MD		R Mark Collected
GA BECKM 190	DESCRIPTION REPORT OF THE PROPERTY OF THE PROPERTY PROPER	Exact Wave Encounters			CRetest
GA BECKM 190	DESONBERE BEQUES H21 LAB ERROR DOWNTIME SPECIMEN [35/2]	Distance in the			
GA BECKM 190	2010A0017 672219 H21 LAB ERROR DOWNTIME SPECIMEN [3012]	E roure orders			
GA BECKM 190	2010A0118 0722119 1422 LAB ERROR DOWNTIME SPECIMEN [3112]	MTS Sedue DN: Auth prov Austen C	angbell		TMark Collected
GA BECKM 190	ISEDDND19 672219 H22 LAB-ERROR DOWNTIME SPECIMEN [3112]				

F. DOWNTIME RECOVERY REVIEW:

1. After all downtime specimens have been entered, review the current outstanding list for any missing or duplicate specimens.

Attachments

Sysmex WAM_IRICELL_ACL TOPS Downtime Workflows.pdf Beaker Downtime General Workflow.pdf

Approval Signatures

Date
06/2021
06/2021
06/2021
06/2021

Approver	Date
Jeremy Powers: Chief, Pathology	06/2021
John Pui: Chief, Pathology	06/2021
Jennie Green: Mgr Laboratory	06/2021
Gail Juleff: Project Mgr Policy	06/2021
Sarah Britton: VP Laboratory Svcs	06/2021
Brittnie Berger: Dir, Lab Operations C [SB]	06/2021
Joan Wehby: Dir, Lab Operations C	06/2021
Elzbieta Wystepek: Dir, Lab Operations B	06/2021
Amy Knaus: Dir, Lab Operations C	06/2021
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Jennie Green: Mgr Laboratory	06/2021
Jennie Green: Mgr Laboratory	06/2021

Applicability

Dearborn, Farmington Hills, Grosse Pointe, Royal Oak, Taylor, Trenton, Troy, Wayne