

Beaumont

Origination 10/6/2021
Last Approved 1/8/2024
Effective 1/8/2024
Last Revised 5/25/2023
Next Review 1/7/2026

Document Contact Jessica Czinder:
Mgr, Division Laboratory
Area Laboratory-Point of Care
Applicability All Beaumont Hospitals

Point of Care Downtime Result Recording, Reporting, and Recovery

Document Type: Procedure

I. PURPOSE AND OBJECTIVE:

- A. This document defines the Point of Care procedures for times when an instrument, network, hospital information system (HIS), laboratory information system (LIS), or point of care (POC) middleware applications (e.g., Telcor QML, HemoCue DM) are unavailable to process orders and test results.
- B. This document is only applicable to areas that are approved for testing under one of the laboratory's Clinical Laboratory Improvement Amendments (CLIA) certificates.

II. PROCEDURE:

- A. During a downtime, it is recommended that all routine testing be held until the affected system is functional.
 - 1. Note: If the downtime affects an instrument or POC middleware, specimens may be sent to the main laboratory for testing. POC staff will notify the affected main laboratory department(s) if specimens will be routed to the lab.
- B. Instruments that are non-functional will be removed from the testing area by POC staff until repaired or replaced.
 - 1. Note: Loaner instruments will be utilized, if available. See individual procedures for troubleshooting and POC contact information.
- C. Positive patient identification will not be available to point of care (POC) devices during network downtimes. The operator must confirm that the contact serial number (CSN) entered

into the instrument matches the CSN on the patient's wristband.

- D. Refer to the Point of Care Downtime Result Recording, Reporting, and Recovery Reference Guide attachment for network, HIS, LIS, and/or middleware downtimes.
- E. Manual test results and non-interfaced instrument results will be recorded on the Point of Care Downtime Result Log. Once the system is available, results from the Point of Care Downtime Result Log will be entered into the appropriate system.
- F. Critical values will still be communicated to the provider during an Epic downtime. Staff will document critical value notification on the Point of Care Downtime Result log. Once Epic is functional, the notification documentation will be added to the patient's chart notes or flowsheet.

III. REFERENCES:

[Laboratory Downtime Beaker Procedure](#)

Attachments

[POC Downtime Result Recording, Reporting, and Recovery Reference Guide.pdf](#)

[Point of Care Downtime Result Log.pdf](#)

Approval Signatures

| Step Description | Approver | Date |
|--|---|------------|
| CLIA Medical Directors | Muhammad Arshad: Chief, Pathology | 1/8/2024 |
| CLIA Medical Directors | Jeremy Powers: Chief, Pathology | 1/3/2024 |
| CLIA Medical Directors | Vaishali Pansare: Chief, Pathology | 12/29/2023 |
| CLIA Medical Directors | Ryan Johnson: OUWB Clinical Faculty | 12/29/2023 |
| CLIA Medical Directors | John Pui: Chief, Pathology | 12/29/2023 |
| Policy and Forms Steering Committee Approval (if needed) | Jessica Czinder: Mgr, Division Laboratory | 12/29/2023 |
| CP System Medical Director | Ann Marie Blenc: System Med Dir, Hematopath | 12/28/2023 |

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|--------------------|--|------------|
| | Caitlin Schein: Staff Physician | 12/28/2023 |
| Technical Director | Nga Yeung Tang: Tech Dir, Clin Chemistry, Path | 12/19/2023 |
| POC Best Practices | Jessica Czinder: Mgr, Division Laboratory | 12/19/2023 |
| | Jessica Czinder: Mgr, Division Laboratory | 12/19/2023 |

Applicability

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

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