

Beaumont

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Applicability All Beaumont Hospitals

Use of the Safetrace Backup Files During Safetrace Downtime

Document Type: Procedure

I. PURPOSE AND OBJECTIVE:

This document will provide policies and procedures relating to the use of the Safetrace backup files during Safetrace downtime.

II. INTRODUCTION:

- A. Patient blood types and antibody history, previous comments or problems, and special requirements are normally accessed through the patient history in Safetrace. When Safetrace is not operational, it is required that this information be accessible to the technologist. The application SafeTraceTx Downtime Viewer application is installed for this purpose on designated computer workstations in the department.
- B. The backup files are updated every four (4) hours with production data. They are password protected and cannot be manipulated by the end user.
- C. Information included in a patient's record includes the following:
 - 1. Name
 - 2. Date of Birth
 - 3. Medical record number (MRN)
 - 4. Patient Safetrace ID
 - 5. Gender
 - 6. ABO Rh

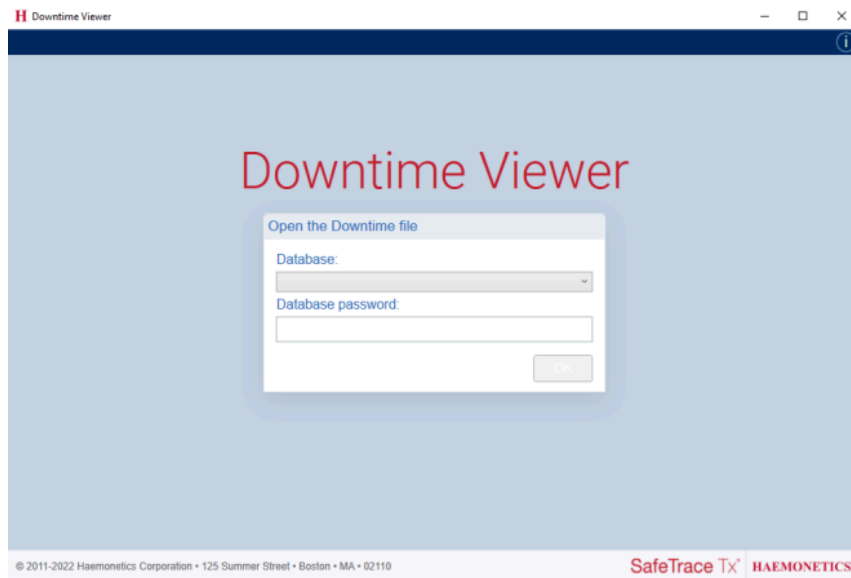
7. Specimen Information
8. Record of any transfusion reactions
9. Antibodies
10. Special Requirements

III. POLICIES:

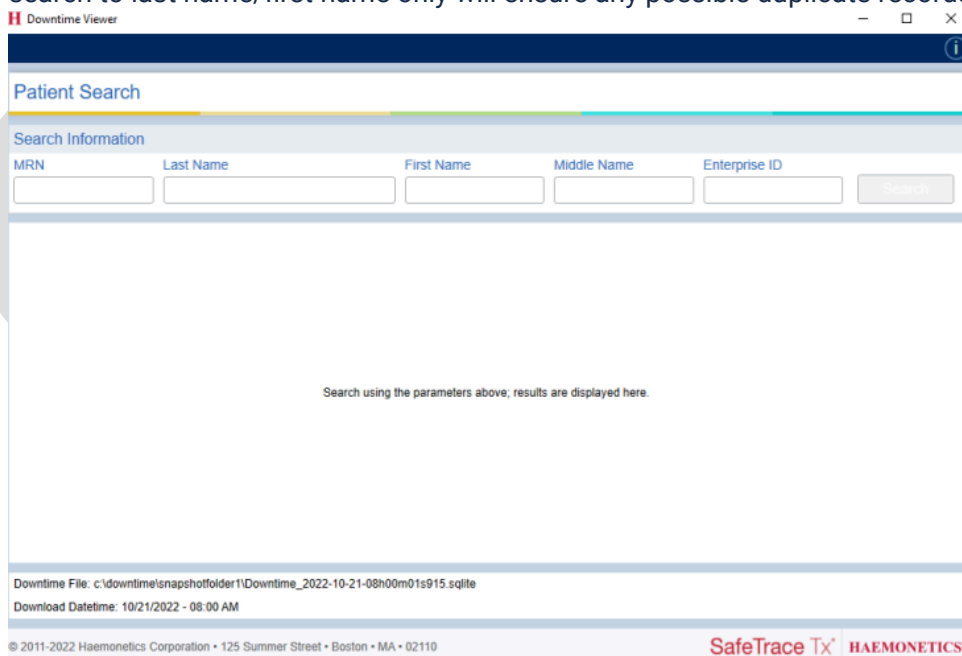
- A. The Safetrace Downtime Viewer must be accessed when processing patient's samples during a SafeTrace computer downtime. For additional information, refer to Transfusion Medicine policy, [Blood Bank Computer Downtime](#).
- B. The Blood Bank is responsible for making sure the designated computer workstations are turned on and functioning properly. If necessary, these workstations should only be shut down or restarted when necessary.
- C. If any designated backup computer (at any of the lab locations) is shut down while backup is running, then the backup process may be affected. In this case, an email notification is automatically sent to select IT representatives and supervisory support staff at all the sites.
- D. Each day, a Blood Bank technologist will access the Safetrace Backup File and verify that the expected files appear on one of the designated PCs: a backup file should have been created within the previous 4 hours and incremental files should be continuously created every 4 hours over the previous day.
- E. If expected back up files are not downloaded to the workstation a help desk ticket should be opened immediately in Service Now.

IV. PROCEDURE:

- A. Access the Safetrace Downtime shortcut icon on the desktop of a designated downtime computer. Double click on the icon to display files.
- B. Select most recent database download (top option in the dropdown menu) and enter the Database password: **Sp11um!prod**



- C. Enter patient Last Name, First Name in the patient search window. Note: Restricting the search to last name/first name only will ensure any possible duplicate records are identified.



- D. If no patient information appears it is recommended to also search recent patient shingles, archived instrument results and patient antibody records to verify no records are on file as new patient records will not appear in the BBIS Downtime Snapshot for up to 4 hours after initial acceptance of results.
- E. Click “Select” next to the correct patient.
1. All pertinent SafeTrace information will appear in the top header and in separate tabs, including the following: patient name, date of birth, MRN, patient ID, gender, blood type, specimen information, antibody history, special requirements, transfusion reaction history and any relevant blood bank history will display.

2. Record the information from each tab on the Epic Shingle or the patient downtime form.
 - a. Indicate whether the patient history is on file or not on file
 - b. Patient blood type and antibody history
 - c. If there is a current antibody screen, write the result and the date of specimen expiration
 - d. Any special requirements and applicable comments

Refer to Transfusion Medicine policy, [Blood Bank Computer Downtime](#) for additional information.

V. SPECIAL NOTES:

- A. Printing of the backup files is not encouraged as the files may be very large and will require multiple screen shots.

VI. REFERENCES:

1. College of American Pathologists, Laboratory General Checklist, current edition.
2. AABB Standards for Blood Banks and Transfusion Services, current edition.

Approval Signatures

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