

PROCEDURE

Corewell Health East - Notification Procedure for Instrument Downtime - Dearborn, Taylor, Trenton, Wayne

This Procedure is Applicable to the following Corewell Health sites:

Corewell Health Dearborn Hospital, Corewell Health Taylor Hospital, Corewell Health Trenton Hospital, Corewell Health Wayne Hospital

Applicability Limited to:	N/A
Reference #:	33621
Version #:	2
Effective Date:	11/11/2025
Functional Area:	Clinical Operations, Laboratory
Lab Department Area:	Lab - General

1. Purpose and Objective

This procedure describes the notification actions to take when the laboratory is having prolonged instrument problems that may significantly impact turn-around time and patient care.

2. Procedure

The laboratory has defined turnaround times (i.e. the interval between specimen receipt by laboratory personnel and results reporting). These may be found in the [Lab Test Directory \(LTD\)](#).

A. Communication must be initiated to affected users. Notify the following:

1. Administrator on Call: via Mobile Heartbeat.
2. Emergency Center (EC) Charge Nurse: call EC desk or via Mobile Heartbeat
3. Nursing Supervisor House: via Mobile Heartbeat.
4. Laboratory Manager or Supervisor: via email or text if not on-site.

B. Explain the reason for the delayed lab testing and inform the user that communication will be provided when normal laboratory operations have resumed.

C. When the instrument is operational, notify the above users.

D. Follow department communication as outlined in the [Laboratory Communication](#) procedure.

3. Revisions

Corewell Health reserves the right to alter, amend, modify, or eliminate this document at any time without prior written notice.

4. Procedure Development and Approval

Document Owner:

Laura Judd (Operations Specialist)

Writer(s):

Kimberly Cole (Operations Specialist)

Entities will reference associated Documentation contained within this document as applicable
Printouts of this document may be out of date and should be considered uncontrolled.

Reviewer(s):

Laura Bellon (Medical Technologist Lead), Lillian Reid (Medical Technologist Lead), Shani Kastl (Medical Technologist Lead), Tanya Williams (Medical Technologist Lead)

Approver:

Ashley Beesley (Mgr, Laboratory), Christopher Ferguson (Dir, Laboratory Services), Helga Groat (Mgr, Laboratory), Jeremy Powers (Chief, Pathology), Kristen DiCicco (Mgr, Laboratory), Muhammad Arshad (Chief, Pathology), Sarah Britton (VP, Laboratory Svcs), Stephanie Mullins (Supv, Laboratory)

5. Keywords

Not Set