Wake Forest® Baptist Health	**DOCUMENT TYPE:** ☒ Procedure	**ORIGIN DATE IN TITLE 21** September 2020
CLIA Lab Director: Dr. Gregory Pomper	**LAB DEPARTMENT:** Central Processing	**CONTACT:** Central Processing

APPLICABLE LABORATORY(S)):

☒ North Carolina Baptist Hospital (NCBH)
☐ Lexington Medical Center (LMC)
☐ Davie Medical Center (DMC)
☐ Wilkes Medical Center (WMC)
☐ High Point Medical Center (HPMC)
☐ Westchester
☐ Clemmons

PROCEDURE STATEMENT

The purpose of this procedure is to provide guidelines to Central Processing staff to maintain lab operations during Wake One and Beaker applications downtime and to provide general guidelines to Central Processing staff to maintain lab operations during Hospital Network System downtime.

SCOPE

i.   Procedure Owner/Implementer: Central Processing
ii. Procedure Prepared by: Julie Simmons/Torie McHone
iii. Who Performs Procedure: Central Processing Staff

DEFINITIONS

A. Procedure: A process or method for accomplishing a specific task or objective.
B. WFBH Lab System: Wake Forest Baptist Lab System is a health system that includes Wake Forest Baptist Medical Center and all affiliated organizations including Wake Forest University Health Sciences (WFUHS), North Carolina Baptist Hospital (NCBH), Lexington Medical Center (LMC), Davie Medical Center (DMC), Wilkes Medical Center (WMC), High Point Medical Center (HPMC), Lab at Westchester and Lab at Clemmons.

POLICY GUIDELINES

1. **Downtime General Procedure**

   a. When a downtime occurs, retrieve the "downtime box" found in the middle drawer at the specimen drop off window at the front of the lab

   b. Downtime barcode labels have been pre-printed in duplicate (one label for requisition/print screen and one for the sample). See section 4 for instructions on printing downtime labels.

      i. **A SEPARATE SPECIMEN ID BAR CODE LABEL IS NEEDED FOR EACH SAMPLE.**

      ii. If ONE sample is received for tests done on separate instruments, a separate label is needed for testing on each instrument.
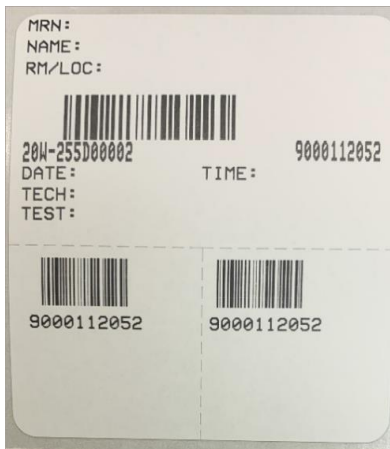
Example Downtime Specimen Label

   c. During planned downtimes of short duration, routine samples are held in central processing until downtime is resolved. Centrifuge samples as necessary to preserve specimen integrity.

2. **Specimen Receipt During Downtime:**

Chart Label with downtime req or Wake One Order Req	Beaker Barcode Label but no downtime req
a. Document the date / time sample was received in lab on the manual requisitions; information is needed to enter in Beaker i. Manual requisitions may be manually completed requisitions or Wake One generated Order Requisitions b. Place one of the downtime barcode labels on the requisition. Write the tube type of the	a. Click on the ViewOnly Wake One icon. b. Access the patient's Specimen Inquiry screen via ViewOnly Wake One

corresponding specimen on the label. Record collection date/time if not already on requisition.

c. On the other downtime barcode label with the same sample ID, record the following:
- Patient name (Last name, First name)
- MRN
- Patient Location
- Date/Time of Collection
- Tech initials
- Test(s) requested

d. Place the downtime barcode label on the tube leaving the patient's name, date of birth, and/or medical record number visible on the document label.

e. Once the testing is completed, the specimen will be available on the list in the Specimen Linking activity.

c. Access the specimen through Specimen Inquiry by Patient.
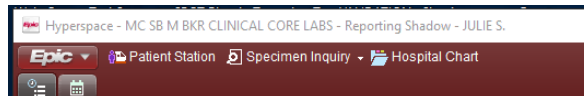
d. Click on the specimen number to bring up the order.

e. Screen print the order that includes the patient's information – name, medical record number, tests ordered, Specimen ID, and collection information

Note: To print a screen, on the keyboard, hold the Windows key and press the "Print Sc" key. Open the folder for Pictures – Screenshots. Double click your screenshot picture. Click the Printer icon and print the picture.

f. Document the date/time specimens received in the lab on the screenshot.

f. Place one of the downtime barcode labels on the screen print. Write the tube type of the corresponding specimen on the label.

g. On the other downtime barcode label with the same sample ID, record the following:
- Patient name (Last name, First name)
- MRN
- Patient Location
- Date/Time of Collection
- Tech initials
- Test(s) requested

h. Place the downtime barcode label on the tube, leaving the patient's name, date of birth, and/or medical record number visible on the document label.

i. Once the testing is completed, the specimen will be available on the list in the Specimen Linking activity.

3. Beaker/WakeOne Available

Linking downtime specimen ID to Beaker orders

a. Refer to paper requisitions or screenshot printouts from section 2 to link orders.

b. Open Specimen Linking activity:

   EPIC > **Tools** > **Laboratory Tools** > **Specimen Linking**.

   Note: If Specimen Linking is pinned to your toolbar, it will not appear in this menu. Open by clicking the link on your toolbar.

c. Select the appropriate downtime specimen ID from the list on the left. The instrument test result will appear in the top right of the window.

Method	Specimen ID	Result Received Instant
WCCH RMCH	20W-216D00006	08/06/20 0957
WCCH RMCH	20W-296D00001	10/22/20 0919
WCCH RMCH	20W-296D00002	10/22/20 0919
WCCH RMCH	20W-296D00003	10/22/20 0919
WCCH RMCH	20W-296D00004	10/22/20 0919
WCCH RMCH	20W-296D00005	10/22/20 0919
WCCH RMCH	20W-296D00006	10/22/20 0920
WCCH RMCH	20W-296D00007	10/22/20 0920
WCCH RMCH	20W-296D00008	10/22/20 0920
WCCH RMCH	20W-296D00009	10/22/20 0920
WCCH RMCH	20W-296D00010	10/22/20 0920

Downtime Specimen Linking list view

```
Downtime Result
┌──────────────────────────────────────────────────────────────────────────┐
│ ⚗ 20W-293D00011                                                        Qu │
│                                                                            │
│   Component                    Value      Unit       Resulting Date/Time   │
│   PROTHROMBIN TIME             12.5       sec         10/20/2020 0936       │
│   INR                          1.16                   10/20/2020 0936       │
│                                                                            │
│                                                                            │
│                                                                            │
│                                           ┌──────────┐                     │
│                                           │    ▲     │                     │
│                                           └──────────┘                     │
│ Link to                                                                    │
│ ┌──────────────────────────────────────────────┐ ┌───────────────────────┐│
│ │ Patient                                    🔍  │ │ Target Specimen        ││
│ └──────────────────────────────────────────────┘ └───────────────────────┘│
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Downtime result and Patient Linking view

d. Using the Wake One order requisition, manual requisition, or ViewOnly Wake One screen print, enter the patient MRN in the Patient field. Select the correct patient by verifying name, MRN, and/or date of birth.

e. The patient's encounter and specimen information will populate in the bottom of the window.

f. If a Wake One generated Order Requisition was sent with the specimens, an order has already been placed in Wake One.
    i.   Click the Mark Collected button next to the correct order and collect specimen *using the information recorded on the requisition* for the correct date/time of collection.
    ii. Once the correct collection information is entered, click the Create, Receive, and Link button at the bottom right of the screen.
    iii. Downtime specimen ID and results will be linked to the Beaker specimen and the downtime specimen ID will disappear from the specimen linking list.

g. For a downtime requisition (orders received on a manually completed requisition for an inpatient or Emergency Room patient), enter the orders using the current encounter by clicking the Add Orders button (on the right) in the Encounters window. You will need a Diagnosis and Authorizing Provider to enter the order.
    i.   One Click should not be needed – if an account is not yet available, wait for registration to create one.
    ii. Click Add Orders. Enter the order(s) in the Procedure field, diagnosis, and authorizing provider.
    iii. Click Add Specimen Info (bottom left of Encounters screen). Enter the collection date and time as recorded on the downtime requisition. Check that the container type is correct.
    iv. Click Create, Receive, and Link button at the bottom right of the screen. Downtime specimen ID and results will be linked to the Beaker order and the downtime specimen ID will disappear from the specimen linking list.

h. Samples that came with a Beaker label (with a Wake One View Only screen print) were already collected in Beaker.
  i. Choose the correct patient. In the Encounters window, find the order/specimen ID from the Beaker label.
  ii. Click the Link button on the right. Check that the correct tests are selected.
  iii. Click Receive and Link in the bottom right.
  iv. Downtime specimen ID and results will be linked to the Beaker specimen and the downtime specimen ID will disappear from the specimen linking list.

4: Printing downtime labels

a. Follow the path: EPIC > Tools > Lab Tools > Downtime Specimen Creation

b. Fill in the boxes with the following:

- Laboratory: WC LAB
- Number of specimens to create: 100 (or estimate of how many will be needed)
- Print Labels: Click Yes
- Number of labels per specimen: 2
- Label Printer: use the downtime ID for your printer (see chart below)

Normal ID of CP label printers	Location	Downtime ID
402432	Tube Room	455799
420615	CP1	455777
420616	CP2	455778
420617	CP3	455779
420618	CP4	455781
420619	CP5	455782
420619	CP6	455783
420614	Call Center	455774

c. Click "create" and your labels will print.

REFERENCES

None

RELATED PROCEDURES/POLICIES (NAVEX)

None

ATTACHMENTS/LINKED DOCUMENTS (TITLE 21)

Central Processing Beaker/WakeOne Downtime Training

REVISION DATES: REVIEW CHANGE SUMMARY AS REPRESENTED IN TITLE 21.

	DOCUMENT TYPE: ☒ Form	ORIGIN DATE IN TITLE 21 11/2020
Wake Forest® Baptist Health		
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Downtime labels
- Locate pre-printed downtime labels
- Understand why each label is printed in duplicate
- Understand how to print downtime labels in advance

During Downtime
- Can access ViewOnly WakeOne
- Able to print a screenshot from ViewOnly WakeOne
- Complete downtime label with required information: Patient name, MRN, location, date/time of collection, tech initials, test(s) requested
- Place second downtime label on downtime requisition, screen print, or printed WakeOne order requisition
- Record collection date/time and tube type on requisition
- Process STAT samples per downtime procedure; hold Routine samples in CP

Beaker/WakeOne Available

- Access Specimen Linking
- Use requisition with downtime label to select correct downtime specimen ID, patient, and Beaker specimen
- For samples previously collected in Beaker (had a Beaker barcode label), locate correct specimen ID. Receive and Link downtime ID to Beaker specimen ID.
- For samples with Wake One order requisition, locate correct Beaker encounter and order. Mark Collected in Specimen Linking. Create, Receive, and Link to Beaker specimen.
- For samples with a downtime requisition, enter the orders using the correct encounter using Add Orders in Specimen Linking. If an encounter is not available, wait for hospital registration to create one. Add Specimen Info, Create, Receive, and Link to Beaker order.

I have completed central processing downtime procedure training and have had time to ask questions.

Trainee Signature/Date: _____

Trainee Printed Name: _____

Trainer Signature/Date: _____

Manager Signature/Date: _____