


Beaker Encompass Downtime Procedure

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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

PURPOSE

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

SCOPE

This procedure applies to Central Processing Lab team members.

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.

SUPPLIES/MATERIALS

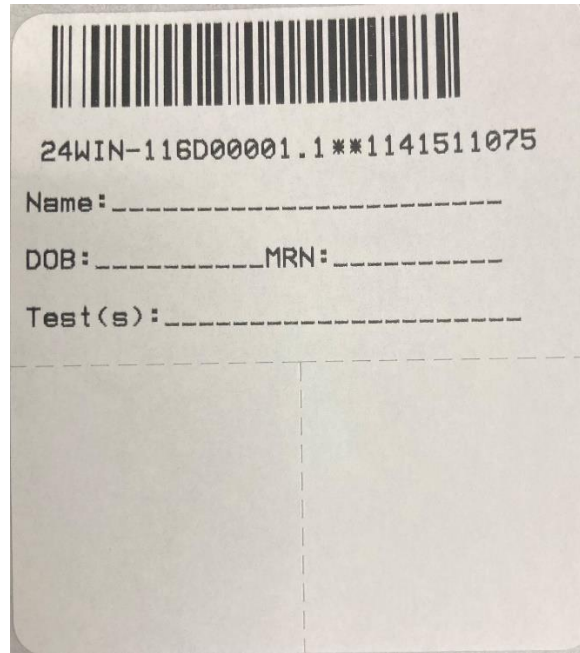
Use appropriate personal protective equipment (PPE) when handling biohazardous specimens.

PROCEDURE GUIDELINES

1. Downtime General Procedure

- a. When a downtime occurs, retrieve the “downtime box” found in the middle drawer at the 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.

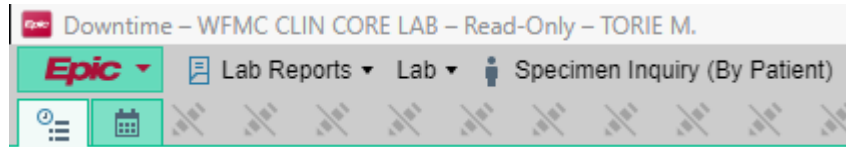
2. Specimen Receipt During Downtime:

Chart Label with downtime req or Encompass 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 <ul style="list-style-type: none"> i. Manual requisitions may be manually completed requisitions or Encompass generated Order 	a. Click on the Encompass Downtime icon. <div style="text-align: center;">  </div> b. Access the patient's Specimen Inquiry screen via Encompass Downtime

Requisitions

- b. Place one of the downtime barcode labels on the requisition. Write the tube type of the 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
 - 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 downtime specimen ID 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.
- g. Place one of the downtime barcode labels on the screen print. Write the tube type of the corresponding specimen on the label.
- h. On the other downtime barcode label with the same sample ID, record the following:
 - Patient name (Last name, First name)
 - MRN
 - Patient Location
 - 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 downtime specimen ID will be available on the list in the Specimen Linking activity.

3. Beaker/Encompass 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

Downtime result and Patient Linking view

- d. Using the Encompass order requisition, manual requisition, or Encompass Downtime 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 an Encompass generated Order Requisition was sent with the specimens, an order has already been placed in Encompass.
 - 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 patient 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 an Encompass Downtime 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: WINSTON 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 appropriate ID for your printer (see chart below)

Name	Location	ID Number
WINRECLBL1	Accession	20883
WINRECLBL2	Accession	20879
WINRECLBL3	Side Accession	20873
WINRECLBL4	Side Accession	20872
WINRECLBL5	Accession	20875
WINRECLBL6	Accession	20868
WINRECLBL7	Window	20853
WINRECLBL8	Tube Room	20877
WINCLSLBL1	Client Services	20890

- c. Click “create” and your labels will print.

5. Zebra printers and network printers are down, Encompass is working

- a. If print servers are down and Zebra printers are not working, hold non-barcoded specimens for 30 minutes to see if problem is resolved. After 30 minutes of Zebra downtime, locate any stat non-barcoded specimens and proceed to step c below.
- b. If the ED or inpatient area calls during a Zebra printer downtime and needs to send a specimen immediately, ask them to send specimens with a chart label. Instruct the collector to write the requested testing on the chart label (phlebotomists) or a downtime requisition or note card (ED or nurse draw).

- c. When the specimen arrives, locate the workstation with the assigned Zebra downtime printer. Power on the printer. Open the front paper tray and load paper.
- d. Collect orders from order inquiry if needed. Receive specimens in the Receiving activity (you will have to type the container ID or copy/paste from specimen inquiry).
- e. Screen shot the specimen inquiry screen for each specimen received. Print the screen shot to the Zebra downtime printer (named HP Laserjet M14-M17).
- f. Centrifuge chemistry specimens as indicated. Hand deliver specimens with their specimen inquiry screen shot to the test area.

LITERATURE REFERENCES

None


RELATED PROCEDURES/POLICIES IN NAVEX

None

ATTACHMENTS/LINKED DOCUMENTS IN TITLE 21

Central Processing Beaker/Encompass Downtime Training

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

 Atrium Health Wake Forest Baptist	DOCUMENT TYPE: Form	ORIGIN DATE IN TITLE 21 11/2020
CLIA Lab Director: Dr. Gregory Pomper	LAB DEPARTMENT: Central Processing	CONTACT: Central Processing

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

Beaker/Encompass 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 Encompass 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: _____