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| **Unlocking Patient From Lock Table** |
| **Purpose** | This document provides instructions for UNLOCKING PATIENT FROM LOCK TABLE. Occasionally CCLCK does not release the lock from a patient. Selected staffs such as LIS, Evening OPS supervisors and charge techs have access to the LOCK table to release these locks. |
| **Policy****Statements** | * The Lock table is a restricted function that only selected staff can access. It is used by staff only when CCLCK fails to release a lock. Whenever you use the LOCK table you must send a message (e-mail or mailbox) to the LIS group.
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| **Procedure** | Follow the activities in the table below for UNLOCKING PATIENT FROM LOCK TABLE: |
|  | **Step** | **Action** |
|  | 1 | **Always start by using CCLCK**In SmartTermFunction: **LOCK – LOCK TABLE** |
|  | 2 | Select Display lock tableWould you like to filter the IXPROC locks? (Y/N) **Y** |
| 3 | A list of all patients/accession numbers locked in Sunquest will displayA .MMC10.kisnet…. indicates clinical collect locksB. There could be multiple patients locked by clinical collect so you need to confirm the patient MRNC. Use the Entity to unlock the patient. You can copy and paste this into the next stepPress any key to return to the menu. |
|  | 4 | Use the down arrow or enter U to move to **Unlock an entity** from the main menu and hit enter |
|  | 5 | Paste the **ENTITY** copied in step 3 and enterThe following message appears:Process appears to be hung in MMC10. Process is held by tech codeKIDSNET.CHILDRENSHC.ORG,CE001314(736).Attempt to stop the process? (Y/N)**Enter Y**You will see a message like as this:Please wait up to 48 seconds.Process removed. Lock releasedPress any key to return to the menu. |
|  | 6 | Enter and E or arrow down to exit and Enter |
| **References** | Sunquest Version Manual |
| **Training Plan/****Competency** **Assessment** | Procedure review LIS Competency |
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| **Historical Record** | **Version** | **Written/Revised by:** | **Effective Date:** | **Summary of Revisions** |
| 1 | Roxann Gulke | 11/14/2017 | Initial Version |
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