

---

## NOTIFICATION PROCESS FOR INSTRUMENT DOWNTIME

RC.HM.WF.021.r02

---

<b>Purpose</b>	This policy describes the notification actions to take when the Hematology/ Coagulation Core Lab or STAT Lab is having instrument problems that may significantly impact test turnaround time.						
<b>Performed By</b>	Hematology Staff STAT Lab Staff						
<b>Expected Performance</b>	It is expected that, by following this process, there will be sufficient communication to the appropriate personnel regarding unexpected hematology/ coagulation instrumentation downtime that may significantly impact test turnaround time.						
<b>Policy</b>	<p><b>Hematology Management Responsibilities:</b></p> <p><b>STAT LAB</b> Please inform the following nursing staff when significant delays are anticipated for Stat Lab results from the analyzers:</p> <table><tr><td><b>Emergency Charge Nurse</b></td><td><b>x87505</b></td></tr><tr><td>Intra Operative PTH</td><td>x81780, pager #53951 x86434, pager #24555</td></tr><tr><td>Pre-OP, OR</td><td>North Inner Control Desk x81801 South Inner Control Desk x88990</td></tr></table> <p><b>Core LAB</b></p> <ol style="list-style-type: none"><li>1. When there are problems with the Hematology instruments and significant delays are anticipated in Hematology testing or resulting, please inform the following staff. The person(s) contacted will send out a message to all appropriate nursing, Clinical Pathology and Outreach management staff.</li></ol>	<b>Emergency Charge Nurse</b>	<b>x87505</b>	Intra Operative PTH	x81780, pager #53951 x86434, pager #24555	Pre-OP, OR	North Inner Control Desk x81801 South Inner Control Desk x88990
<b>Emergency Charge Nurse</b>	<b>x87505</b>						
Intra Operative PTH	x81780, pager #53951 x86434, pager #24555						
Pre-OP, OR	North Inner Control Desk x81801 South Inner Control Desk x88990						

## NOTIFICATION PROCESS FOR INSTRUMENT DOWNTIME

<b>Hematology Management:</b>	Notify management by page and phone call.
<b>Royal Oak Inpatient Nursing</b>	M-F 8am-4pm x 84000 (Nursing Administration, 3ST)  Weekends, off-shifts and holidays x80933 (Nursing Office 24/7)
<b>Outreach</b>	Hematology Management will send a Smart Web group page ( <b>x54241</b> ) to Outreach Sales/ Mgt/ Clin Path Mgt except during hours of 10pm-600am.
<b>Smart Page</b>	Send out Smart Web group page ( <b>x54241</b> ) to CP and Outreach management:  <b>“RO Hematology instrumentation is down. Results will be delayed xxxxx until further notice. Vendor has been notified.”</b>

2. Hold samples in storage to maintain longest specimen stability. If downtime is anticipated to be prolonged beyond sample viability, team will work with Send Outs and testing will be referred to another Beaumont Health System Laboratory site.

---

**Authorized Reviewers**

Supervisor, Hematology Laboratory

---

*Printed copies of this document are not considered up-to-date. Please verify current version date with online document.*

## NOTIFICATION PROCESS FOR INSTRUMENT DOWNTIME

### Document Control

**Location of Master:** Hematology Workflow Manual

**Master electronic file stored on the Clinical Pathology server:**

S:/Hemacoag/DocumentControl/Hematology/Workflow/MasterDocument/Notification  
Process for Instrument Downtime.doc

**Number of Controlled Copies posted for educational purposes:** 1

**Number of circulating Controlled Copies:** 0

**Location of circulating Controlled Copies:** NA

---

### Document History

Signature	Date	Revision #		Related Documents Reviewed/ Updated
Prepared by: Amanda Walworth, MLS(ASCP)	05/24/2010			
Approved by: Noelle Procopio, MT(ASCP)SH	06/02/2010			
Reviewed by: (Signature)	Date	Revision #	Modification	Related Documents Reviewed/ Updated
Noelle Procopio, MT(ASCP)SH	06/02/2010	00	New process.	
Noelle Procopio, MT(ASCP)SH	07/06/2011	01	Updated Smart Web group page #; updated procedure designation.	OK
Noelle Procopio, MT(ASCP)SH	07/05/2013		Header update only.	OK
Noelle Procopio, MT(ASCP)SH	04/14/2015		No change	OK
Noelle Procopio, MT(ASCP)SH	03/24/2017		Updated logo only.	OK
Peter Millward, MD	02/13/2019		New Medical Director	
Rebecca Bacarella, MLS(ASCP)	12/30/2019	02	Added directives to send to another Beaumont Health System Laboratory Site if a test system becomes completely inoperable.	OK

*Printed copies of this document are not considered up-to-date. Please verify current version date with online document.*