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# Laboratory Beaker Downtime Procedure

Document Type: Procedure

I. PURPOSE AND OBJECTIVE:

This procedure is to walk through the various general steps of Beaker downtime and recovery. Each department may have a department specific procedure for downtime processes for their area.

Note: Soft Bank users refer to Blood Bank Computer Downtime Scenarios.

II. DEFINITIONS:

A. **Epic oneChart Business Continuity Access (BCA)-**Downtime computer that holds a snapshot of Epic prior to the system going down. Epic BCA downtime computers are located throughout the facilities and managed by each department.
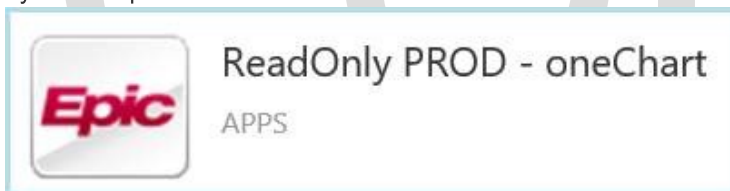
B. **Downtime Requisition-**This is the paper order that should accompany all downtime specimens from inpatient and emergency floors. This should contain:

1. Patient Name

2. Date of birth (DOB)

3. Medical Record Number (MRN)

4. B Number (Band Number)

5. Patient Room/Location

6. Tests Requested

7. Date and time of collection

8. Collector employee identification number

C. **Downtime Label-**Set of 2 labels with a Beaker specimen ID. One label is placed on the tube and one on the patient result/requisition. See example below.

D. **Specimen Linking**-Process performed once Beaker is up to link results in Epic Beaker to patient orders placed after downtime. Once specimens are linked and the results are final verified all information will be complete and data will route to appropriate reporting method.

III. PROCEDURE:

See Beaker Downtime General Workflow attachment.

Note: During downtime, outpatient/outreach routine testing is usually held until the system is back up. In an extended downtime, it may be determined to start testing specimens with a shorter stability or process appropriately to preserve the stability. The testing departments will work closely with Lab Leadership in this situation to determine the actions needed in an extended downtime.

A. DOWNTIME LABEL PRINTING:

1. Prior to downtime, the lab must have pre-printed downtime Labels. These labels are printed on each campus by the staff preparing downtime materials. Downtime labels do not expire and each site should always have a supply. The number of labels that should be available at each site is determined by the size of the lab and its testing volume.

2. To create the downtime labels, search for "Downtime Specimen Creation".
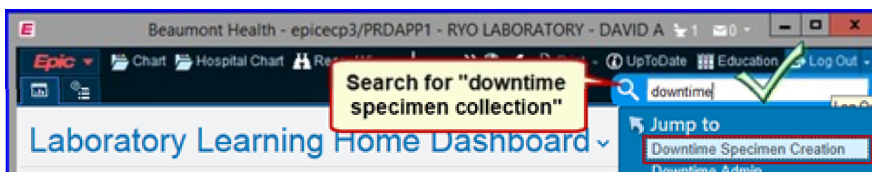
3. Select the facility campus to create campus specific downtime labels. The default campus location is the user's current campus login location. This can be manually edited as needed.

4. Number of label sets to print per request ranges from 1 to 500. Default copies is set to two identical copies per set. If more identical copies are desired, increase the value accordingly.

5. Search for the desired label printer for output. The user must select a networked Epic label printer. Confirm the printer name prior to executing the print job.

6. Confirm there is adequate stock of labels in the label printer before printing labels. Execute print request by selecting "Create More". The Summary box displays contents of the print job. Each time the "Create More" button is selected, the Summary box updates.

B. SPECIFIC INSTRUMENT INSTRUCTIONS:

1. Abbott

    a. Order tests in Instrument Manager (IM) under Patient and Order Management (POM).

    b. Enter the Medical Record Number (MRN) as the patient ID. If the patient has been seen before, the patient information will populate. If not, enter the patient's information.

    c. Enter the downtime specimen ID to enter the required test for that specimen.

2. ABL

    a. Scan the downtime barcode when running the test on the instrument

3. Sysmex WAM (Work Area Manager), IRICELL and ACL Tops

   a. See attachment.

C. RESULT REPORTING DURING DOWNTIME:

1. Each technical department should have their own individual downtime procedure as it relates to testing specimens and result reporting. These can include the following:

2. Testing Specimens:

a. Manual programming of specimen on instruments

b. Manual Logs

3. Resulting:

a. Sending results via pneumatic tube system to the unit(s)

b. Calling results to the unit.

4. Critical Results should be called by the reporting technologist to the patient nurse for inpatients. Outreach critical results can be sent to Customer Service to contact the client.

5. Significant diagnosis and/or critical diagnosis from Anatomic Pathology, determined by resulting pathologist, will be called to the requesting physician by the resulting pathologist or manager.

D. ORDERING TEST(S) WHEN SYSTEM UP:

Results held in the middleware during downtime will be sent to Epic without patient information or order information. Unmatched results populate the Epic Beaker work queue "Specimen Linking". During the downtime recovery, results are manually associated with an order and specimen in Epic

1. For inpatients and emergency center patients, use the process described below. For outpatients or Outreach patients, use the One Click or requisition entry process.

2. Use Patient Station to locate the correct patient. Double click on the proper admission/encounter.
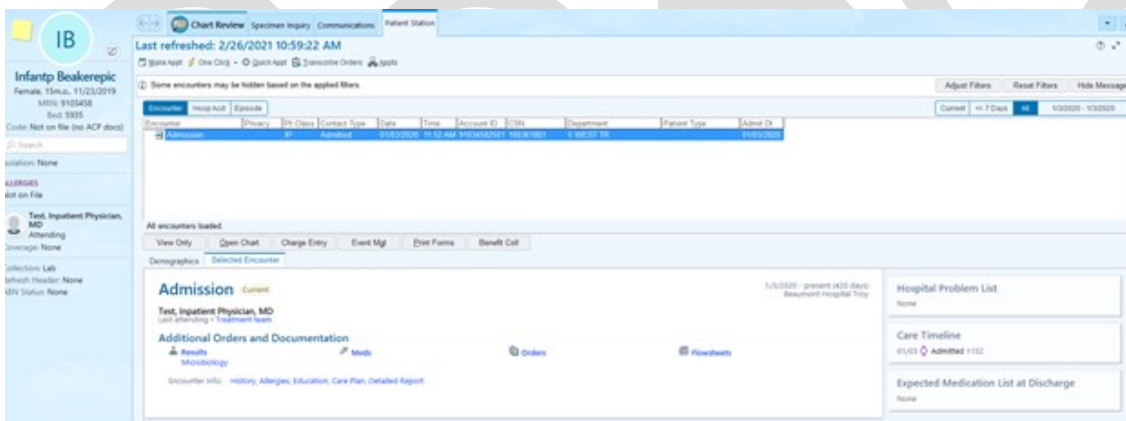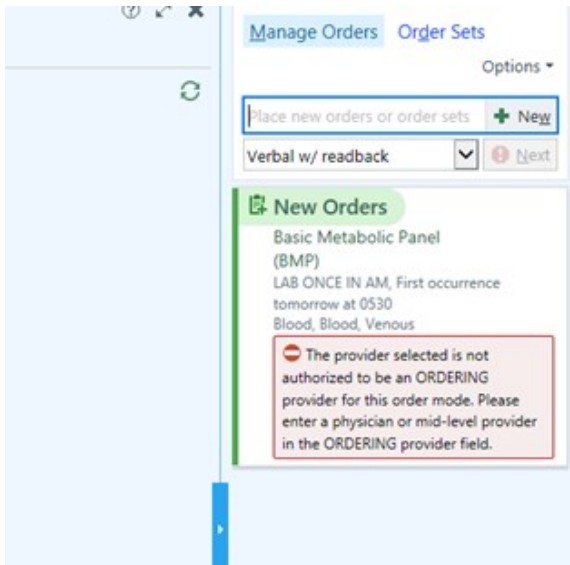

3. Check in the Order Inquiry tab to check if an order(s) were already placed. If there is an order(s), proceed to collecting the specimen.
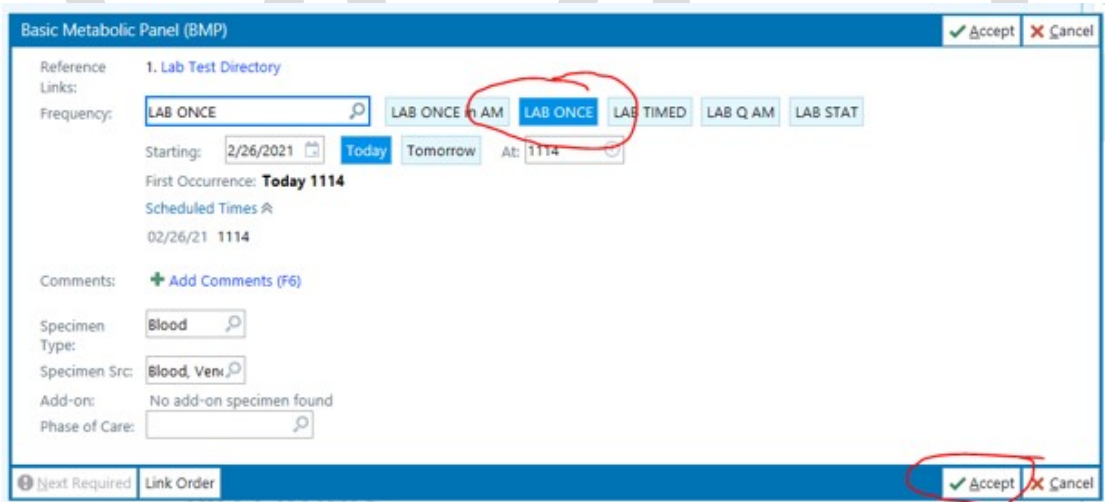

4. If no orders are present, a new order will need to be placed. Type in the test(s) to be order in Manage Orders and click New.
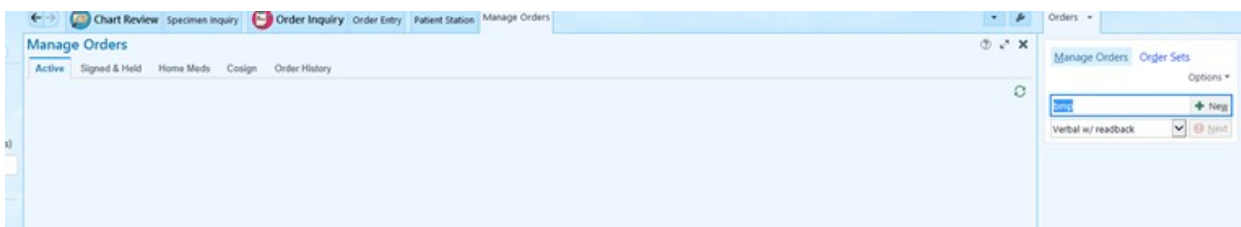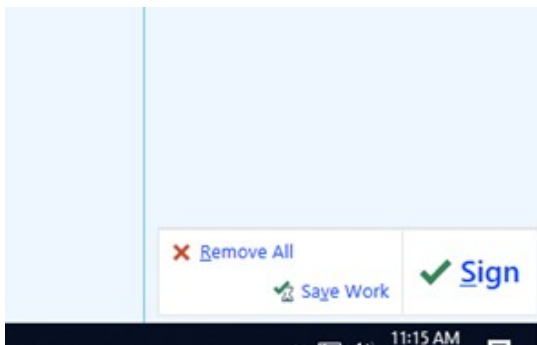
5. The orders will populate under the order field. Click on New Order to change the frequency to LAB ONCE.

6. Change each order to LAB ONCE and Accept.

7. Click Sign and verify the correct ordering information is filled in.

8. After the order is entered, the order must be marked as collected. Go back to Order Inquiry in the patient's chart and locate the order.

9. A check mark must be next to the specimen order(s) to collect and click on Collect Specimens.
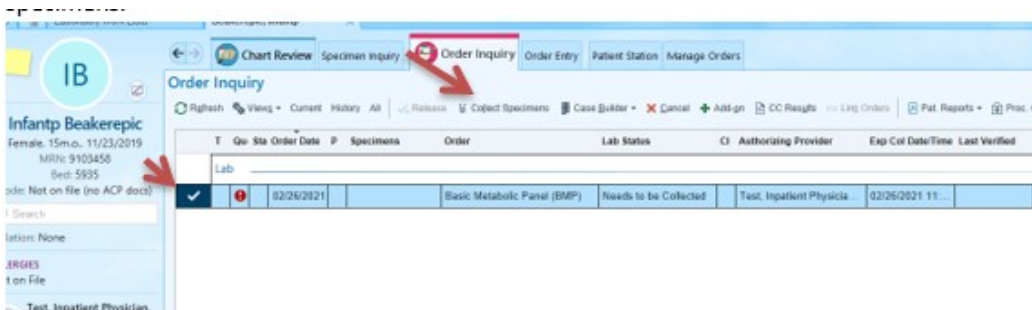
10. On the next screen, enter the Band Number (B#). This is a hard stop.

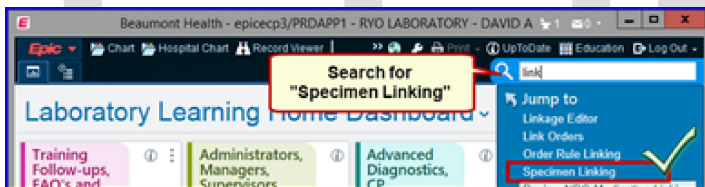11. After the B# is entered, click on Print labels.

12. Scan or click on the "Scan the label or click to document the collection".
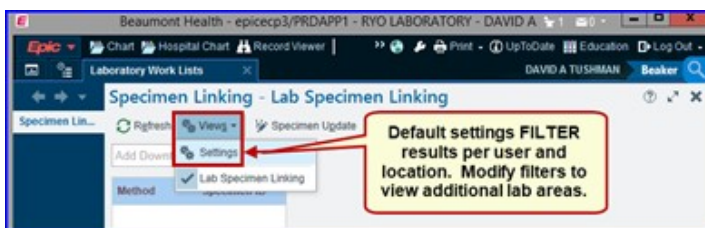

13. Click on Receive.

E. SPECIMEN LINKING:

1. Searching the word "link: and select "Specimen Linking".

2. Specimen Linking lists default view filer displays the user's current laboratory location. Manually modify the filter under Views-Settings.

3. Scan Downtime Label on requisition/specimen.

4. Test and result linked to the Downtime label will display. Enter the patient Medical Record Number (MRN) or Target specimen.

5. A box will appear with the patient information. If the patient is correct, hit enter or click "Accept".

6. Locate the test list. Click "Link" on the test to be linked.

7. Review the order. Collection information can be updated, if needed. If everything is correct, click "Link" in the lower right corner.

8. This screen will appear. Click "OK". The test should fall off the Linking worklist.

Results Linked

Resubmitted downtime results for specimen 21TR-057CH0001

Linked to orders:
Basic Metabolic Panel (BMP) [Order 1000290700]

OK
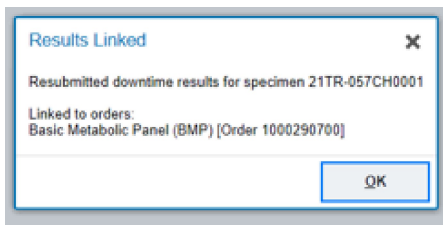
9. The user can also work from the list of Downtime specimens. Select the downtime results from the grid on the left side of the activity.

10. Enter the patient you want to link to in the Patient field on the right side of the activity. The linking target report that appears shows a patient's existing encounters, specimens, and orders.
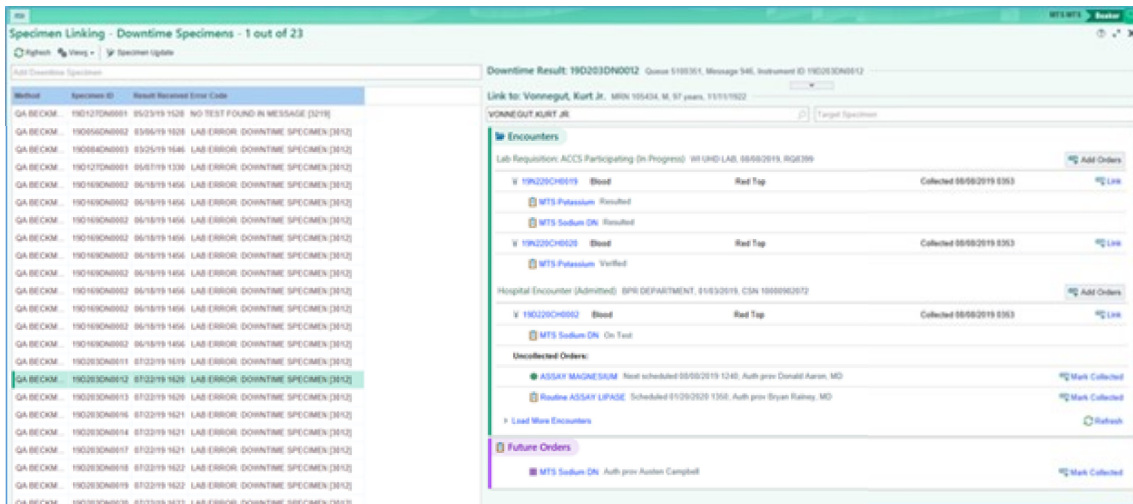
F. DOWNTIME RECOVERY REVIEW:

1. After all downtime specimens have been entered, review the current outstanding list for any missing or duplicate specimens.

Attachments

Sysmex WAM_IRICELL_ACL TOPS Downtime Workflows.pdf
Beaker Downtime General Workflow.pdf

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Applicability

Dearborn, Farmington Hills, Grosse Pointe, Royal Oak, Taylor, Trenton, Troy, Wayne