

PROCEDURE

Corewell Health East - LIS Downtime Plan - Urinalysis - Royal Oak

This Procedure is Applicable to the following Corewell Health sites:

Corewell Health William Beaumont University Hospital (Royal Oak)

Applicability Limited to:	N/A
Reference #:	30230
Version #:	2
Effective Date:	12/03/2025
Functional Area:	Clinical Operations, Laboratory
Lab Department Area:	Lab - Urinalysis

1. Principle

- A. The purpose of this document is to define laboratory protocol for times when the Network, Hospital Information System (HIS), or Laboratory Information System (LIS) are unavailable to process orders for Automated Chemistry Urinalysis testing.
- B. All Stat urines will continue to be immediately processed.
- C. All other routine urines (IP and Outreach) will be held (refrigerated) until the LIS or HIS is available for order entry and analytical processing.
- D. Should the downtime exceed six (6) hours, the Automated Chemistry Manager or designee will consult with Medical Director and Clinical Pathology Administration regarding subsequent options for Inpatient, Outpatient and Outreach specimens. Options may include:
 1. Process all in-patient specimens
 2. Refer Outpatient/Outreach work externally
- E. Automated Chemistry Manager or designee will maintain close communication with the LIS Manager, Lab Administration, ICU Nursing Administration, Outreach Client Services and Specimen Processing throughout the downtime period.

2. Responsibility

Personnel who have completed the competency requirements will perform these tasks.

3. Definitions

- A. **LIS** - Laboratory Information System
- B. **HIS** – Hospital Information System
- C. **Network, Core Lab Down** - there are communication problems in the Core Laboratory, which manifest as the inability to access e-mail or LIS. Stat Lab operations are unaffected.
- D. **Network, Hospital Down** - there are communication problems in the hospital, which manifest as the inability to access e-mail or LIS in the STAT Lab. Nursing cannot order tests or access any results in the HIS. Core Lab operations are not affected.
- E. **Network, Completely Down** - there are communication problems, which affect both the STAT Lab (main hospital) and Core Lab (Research Building) operations.
- F. **Rover Down** – Rover is the specimen collection system used by Nursing and Inpatient Phlebotomists. This module supports positive patient identification (PPID) barcode technology.

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Collection labels cannot be printed for specimens ordered thru the HIS when Rover is down. Specimens must be collected/ received in LIS.

- G. **HIS/LIS Down** - Order or result interfaces between HIS and LIS or Admission/Discharge/Transfer (A/D/T) registration interfaces are down. There may be new patient registration problems that impact Emergency Center (EC), preOp, and Outpatient Labs. EC and Nursing Units cannot order labs or review results. Documentation and delivery of lab Stat results on paper requisition or instrument printout is required.
- H. **LIS Downtime Label** - pre-printed generic specimen label with barcode downtime number (DT) number only. These labels are printed from the LIS. Each specimen type for Chemistry (for example, SST, EDTA, or UA) must receive its own downtime number to maintain ability for specimen tracking. The patient's name, Medical Record Number (MRN), and test(s) requested are handwritten prior to labeling the specimen. The DT number is also assigned to the requisition.
- I. **Downtime (DT) requisition** - pre-printed requisition form used to order tests and report results.
 - 1. The DT requisition must accompany the specimen and be minimally complete with demographics of:
 - a. patient's name
 - b. MRN (medical record number)
 - c. location
 - d. test(s) requested
 - e. date/time of collection
 - f. collector ID
 - g. phone or pneumatic-tube station number for returning results
 - 2. When collection time is not provided, the requisition must be time-stamped or date/time of specimen receipt in the laboratory should be noted as "received at_".
 - 3. The DT requisition for EC and Inpatients is carbon 4-ply, for results to be separated into copies for requestor (white), shared samples (yellow and pink) and lab file (goldenrod). Outreach supplies downtime requisitions for their samples.
- J. **"Go-to-Paper"** - process and report specimens received using downtime requisitions.
- K. **Order/Collect/Receive/Print Label** - the processes used whenever orders must be placed and received in the LIS by the Laboratory.

4. Specimen Handling

Specimens to be tested for Urinalysis must be labeled with either the LIS collection bar code label, or a downtime label. To maintain specimen integrity, urine specimens should be tested within 1-2 hours of collection or refrigerated. Stat specimens should be reported within 45 minutes of receipt in the laboratory. The specimens must be accompanied with a properly prepared downtime requisition slip.

5. Reagent/Equipment Needed

- A. LIS downtime labels
- B. Urinalysis downtime requisitions (Lab Request/Temporary Report for Urines/Other Body Fluids)
- C. Printer paper for Sysmex UN9000
- D. Stapler
- E. File box with alphabetic folders for lab (goldenrod) copy
- F. Racks to refrigerate routine specimens

6. Procedure

- A. **Determine what is "down"**
 - 3. Call Help Desk (888-481-2448) to report problems.
- B. **HIS/LIS is down:**
 - 3. "Go to paper" once HIS or LIS is inaccessible for the times listed below:

EC and STATs	15 minutes	Report on DT requisition from Urinalysis
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Inpatients	2 hours (refrigerate)	Report on DT requisition from Urinalysis
Outpatients	6 hours (after discussion)	Refrigerate
Outreach	6 hours (after discussion)	Refrigerate

4. Prepare specimens and paperwork for “go to paper” reporting.
5. Use ink **ONLY** when preparing DT requisition and press **HARD** so all information is legible on all (4) copies of the requisition!

If sample arrives in Urinalysis...	Then...
with HIS label	Prepare DT requisition for UA results. Include Patient Name, MRN, DOB, Location. Write “ORD #___” through all copies. Mark test(s) requested.
with mylar and DT requisition	Prepare one DT label for specimen w/ Name, MRN and test(s). Write DT # through all copies of requisition.

6. Be sure collection date and time are **legible** on the DT requisition. Time stamp or write “rcd “ if information is missing.
5. Refrigerate specimens if they are not processed right away.
6. Process urinalysis specimens on the Sysmex UN9000:
 - a. Using either the LIS bar code or DT bar code - program the sample in UDM software (See Attachment A, Creating a Downtime Order in UDM, for instructions).
 - b. Analyze the specimens as usual. Instruments will read the barcode and perform the appropriate tests.
 - c. Generate a Sysmex report once the specimen has completed running on the UN9000.
 - d. Print two copies of the urinalysis report from the UDM software. Staple one copy of the report to the original (white copy) of the requisition and staple the other copy of the report to the (goldenrod copy) of the requisition.
7. Sign and date bottom of DT requisition when testing is complete.
8. If applicable, call critical values. Document call on DT requisition:
 - a. Called ____ (date/time)
9. Check for clarity and completeness before separating copies.
10. Deliver Reports:

IF...	THEN...
Emergency Center (EC)	P-Tube top white copy report to EC
Inpatient STATs	P-Tube top white copy report to designated Nursing unit
Outreach STATs	Attach top white copy report to Outreach “downtime request”
Routine Inpatients	P-tube top white copy report to designated Nursing unit
Outpatients	Hold results and enter into LIS at recovery

Shared specimens (e.g.,
Urinalysis and Urine Lytes)

Send top white copy to unit w/ "to follow" for any pending results.
Retain goldenrod copy in Urinalysis file with "to follow" for pending results.

Prepare a second requisition to follow shared specimens

11. Retain ALL goldenrod copies for phone queries and lab recovery
 - a. File alphabetically in file folder (A-Z) box.
12. Midnight shift will start a new dated set of file folders (A-Z)
 - a. If downtime goes past midnight. Rubber band previous date set (A-Z) and place at back of box.
13. Notes:
 - a. If shared sample, recovery for non-UA tests occurs at final destination of sample from specific requisition.
14. **Add-on test requests are not accepted during downtimes.**

7. Recovery Procedure

- A. *Collect/Receive* (specimens w/ LIS barcode labels) by DATE, moving through the goldenrod Lab copies in the A-Z folders.
- B. Use DT # for specimen # where possible to activate it. (This function may not always function as expected in the LIS). Create a new order in LIS Order Entry for specimens with DT labels, moving by DATE through the goldenrod Lab copies in the A-Z folders. With creation of the new order number, insert the DT# in the Order # box. *Collect/Receive and Print* the label.
- C. Alternatively, if orders are in LIS (generated at EPIC order entry), we may print the *new EPIC-generated* label and then *Collect/Receive* that label. However, this new label must be carefully matched against the original DT # label and requisition for proper date/time of specimen collection.
- D. Stay organized with three (3) new file folders or baskets for each date
 1. **Ordered/Collected/Received**
 2. **Resulted**
 3. **Outreach to Result**
- E. Manually result or result review to see if the results have flowed to the system.
- F. If you used the UN9000 during the downtime, and the specimens have been collected/received in LIS, then the results should flow from UDM Software to EPIC. You may have to retransmit the specimen results.
- G. Document critical results called, with actual date/time, caller's ID # and recipient's employee # from goldenrod lab copy.
- H. Retain goldenrod file copies for a minimum of 2 years.
- I. Recycle alphabetic folders.

8. Revisions

Corewell Health reserves the right to alter, amend, modify or eliminate this document at any time without prior written notice.

9. Procedure Development and Approval

Document Owner:

Laura Judd (Operations Specialist)

Writer(s):

Myrna Harbar (Medical Technologist Lead)

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Reviewer(s):

Emma Hochberg (Medical Technologist Lead)

Approver:

Ann Marie Blenc (System Med Dir, Hematopath), Brittnie Berger (Dir Sr, Lab Operations), Caitlin Schein (Staff Physician), Leah Korodan (Mgr, Division Laboratory), Qian Sun (Tech Dir, Clin Chemistry, Path), Sarah Britton (VP, Laboratory Svcs), Subhashree Mallika Krishnan (Staff Physician)

10. Keywords

Not Set