

# PROCEDURE

## Corewell Health East - Notification Procedure for Instrument Downtime - Grosse Pointe, Farmington Hills, Troy

**This Procedure is Applicable to the following Corewell Health sites:**

Corewell Health Beaumont Grosse Pointe Hospital, Corewell Health Beaumont Troy Hospital, Corewell Health Farmington Hills Hospital

<b>Applicability Limited to:</b>	N/A
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<b>Functional Area:</b>	Clinical Operations, Laboratory
<b>Lab Department Area:</b>	Lab - General

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### 1. Principle

This procedure describes the notification actions to take when Automated Chemistry, Hematology or Urinalysis is having prolonged instrument problems that may significantly impact turn-around time and patient care.

### 2. Responsibility

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

### 3. Procedure

This procedure describes the notification actions to take when Automated Chemistry, Hematology or Urinalysis is having prolonged instrument problems that may significantly impact turn-around time and patient care.

- A. Communication must be initiated to affected users. Notify the following:
  1. Administrator on Call: via Mobile Heartbeat.
  2. Emergency Center (EC) Charge Nurse: call EC desk or via Mobile Heartbeat
  3. Nursing Supervisor House: Via Mobile Heartbeat.
  4. Pharmacy and all other areas impacted during the downtime.
- B. Explain the reason for the delayed lab testing and inform them they will be contacted when the instrument is operational.
- C. Communicate which tests cannot be performed and outline the plan to address the issue.
- D. When instrument is operational, notify the above users.
- E. Enter the information on the inter-shift report
- F. This information is also communicated during the hospital's daily morning huddle whenever significant analyzer delays are expected.

**4. Revisions**

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

**5. Procedure Development and Approval****Document Owner:**

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**6. Keywords**

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