NWT LIS TIP OF THE WEEK

Module: SoftLabBank	**Software Version:** 4.0.8
Topic: Clearing a PID error in Bank	**Issued On:** 21JAN019
Distribution: All Users	**Page:** 1 of 1
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TOPIC/QUESTION:

I cannot access a patient record in blood bank. System just keeps telling me that the patient data is in use by another user no matter what I try to do. Where do I go from here?

ANSWER/TIP :

The LIS system will enter into a locking process to prevent a second user from accessing a record when someone is already in it.
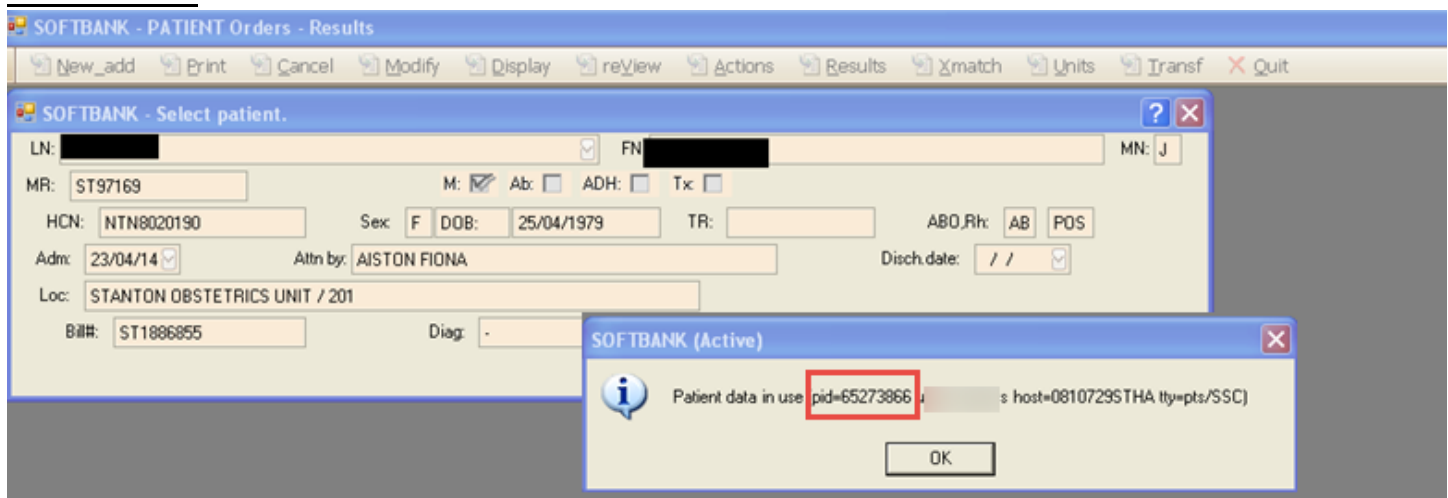
Occasionally the process gets stuck and the record remains unavailable even after the first user has exited from the record.

When this occurs:

SCC must be engaged to kill the process

REGULAR BUSINESS HOURS		OFF HOURS	
Action	Chk	Action	Chk
Note the Process Identification Number (PID)	☐	Note the Process Identification Number (PID)	☐
Contact your LIS Administrator	☐	Phone 1-800-SoftLab and ask that process for pid=_____ be killed for client ID:NWT	☐
		Advise the LIS Administrator of your call with SCC	☐

EXAMPLE :