

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

Issued By: M-L Dufresne, Territorial LIS Administrators

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.

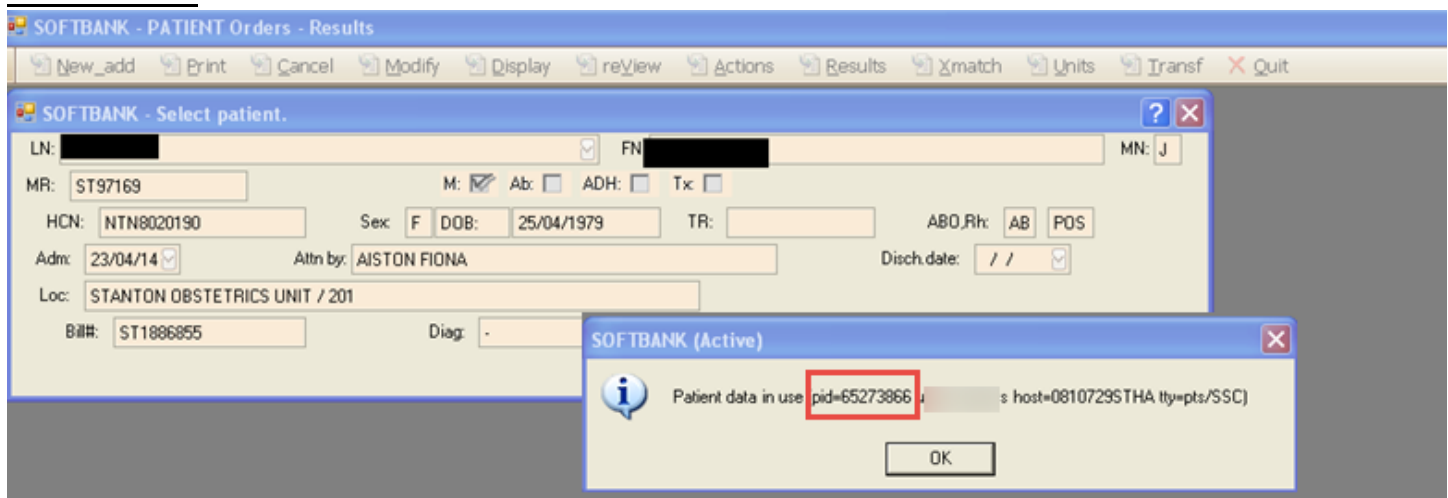
Occasionally the process gets stuck and the record remains unavailable even after the first user has exited from the record.

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)	<input type="checkbox"/>	Note the Process Identification Number (PID)	<input type="checkbox"/>
Contact your LIS Administrator	<input type="checkbox"/>	Phone 1-800-SoftLab and ask that process for pid=_____ be killed for client ID:NWT	<input type="checkbox"/>
		Advise the LIS Administrator of your call with SCC	<input type="checkbox"/>

EXAMPLE :



The screenshot shows the SOFTBANK software interface. The main window is titled "SOFTBANK - PATIENT Orders - Results" and contains a "SOFTBANK - Select patient." dialog box. The dialog box has several fields for patient information, including LN, FN, MR, HCN, Sex, DOB, TR, ABO.Rh, POS, Adm, Attn by, Disch date, Loc, and B##. A red box highlights the "pid=65273866" in the error message dialog box.

The error message dialog box is titled "SOFTBANK (Active)" and contains the text: "Patient data in use pid=65273866" and "host=0810729STHA lty=pts/SSC". There is an "OK" button at the bottom of the dialog box.