TRAINING UPDATE

Lab Location:	GEC, SGAH & WAH	**Date Distributed:**	1/22/2014
Department:	Core Group Leads	**Due Date:**	**2/24/2014**
		Implementation:	**2/24/2014**

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
ER and ERA - Clearing Errors **SGAH / WAH.LIS26, GEC.LIS23 v1**
Description of change(s):
Sections 3 & 4: update Group Lead title Section 9: update chart (replace SMS with Cerner, PHNS with Anthelio, Misys with Sunquest) This revised SOP will be implemented on February 24, 2014

Document your compliance with this training update by taking the quiz in the MTS system.

SOP ID: SGAH / WAH.LIS26, GEC.LIS23
SOP version #   1

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Approved draft for training all sites (version 1)

Non-Technical SOP

Title	ER and ERA - Clearing Errors	
Prepared by	Leslie Barrett	Date: 4/21/2009
Owner	Marie Sabonis	Date: 4/21/2000

Laboratory Approval

Print Name and Title	Signature	Date
Refer to the electronic signature page for approval and approval dates.		

Local Issue Date:　　　　　　　　　　Local Effective Date:

Review:

Print Name	Signature	Date

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1.   **PURPOSE**
        To describe the functions used to clear errors while working within the Sunquest system
        and when to notify LIS Staff.

2.   **SCOPE**
        This procedure applies to errors generated on the Sunquest system.

3.   **RESPONSIBILITY**
        Group Leads, Supervisors and LIS Staff are responsible for understanding and
        performing this procedure.

4.   **DEFINITIONS**
        ER - Function which clears all errors except processor errors; is given to all Group Leads.
        ERA - Function which clears processor errors, is given to LIS Staff only.

5.   **PROCEDURE**

        A. FUNCTION: ER

            1.   At the FUNCTION prompt, key in ER, press *enter*

            2.   The following screen will display:
                 CONFIRM ERROR REPORT CANCELLATION

            3.   You can respond as follows:

                 Enter a "Y" to cancel the process, which notifies you of the error.
                 If more than one error message is in the system, all will be cleared at once. The
                 system will indicate the number of errors cleared.

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Enter "N" to allow the notification of the error to continue.

NOTE: This function will **NOT** clear lab processor program errors.

B. FUNCTION: ERA

1. At the FUNCTION prompt, enter ERA

2. The following screen will display:

CONFIRM ERROR REPORT CANCELLATION

Enter a "Y" to cancel the process, which notifies you of the error. If more than one error message is in the system, all will be cleared at once. The system will indicate the number of errors cleared.

Enter an "N" to allow the notification message to continue.

NOTE: This function will clear **ALL errors**, including processor program errors.

6.   RELATED DOCUMENTS
N/A

7.   REFERENCES
SunQuest Systems Functions Training Manual, 7/30/01

8.   REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP LIS023.001		
000	1/3/14	Sections 3 & 4: update Group Lead title Section 9: update chart (replace SMS with Cerner, PHNS with Anthelio, Misys with Sunquest) Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13.	L. Barrett	M. Sabonis

9.   ADDENDA AND APPENDICES
Error/Issue and Notification List

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Error/Issue	Message or Problem	Who do you notify?
Barcode Label Printer	Intermec / Sunquest label printer - prints large font on multiple labels.	Notify LIS on Call
Barcode Label Printer	Intermec /FES Quest printer	Call Quest National Help Desk 1-877-537-8378
Sunquest - *ZFREECNT	*ZFREECNT: CRITICAL WARNING -- Free space left before M map limit is 4.99%; M-blocks left: 94,984. Call Sunquest during working hours! Directory: /sunquest/labsplit/.	Clear error and send mailbox MS
Sunquest - PRG GIE1	Undefined Variable	Notify LIS on Call
Sunquest - PRG Q15A	PFT1+2^Q15A N <RECORD CANNOT BE WRITTEN>	Notify LIS on Call
Sunquest - SmartTerm	Cannot access SmartTerm. Perform function FLT, if there are no locked terminals, call Help Desk	Call Anthelio Help Desk 6440
Sunquest -PRG G (all errors displayed on PGM starting with G).	GSR9ADV1 GETSTY1+2 (Interface #13 from Sunquest to Cerner is down)	Notify LIS on Call
Sunquest -PRG Q15VB1	PTITLE+3^Q15VB1 N <RECORD CANNOT BE WRITTEN>	Notify LIS on Call
Sunquest -TERM 20	CUM Error in definition of column width; result is too wide. Result =00401643 Acc. no. = S106 88 PN = 177582;1	Notify LIS on Call
Quest FES	Cannot access FES or accession numbers are not in FES	Call Quest National Help Desk 1-877-537-8378
Security, FES	Cannot access FES because Security has expired	Call Quest National Help Desk 1-877-537-8378
Security, Groupwise	Cannot access Groupwise	Call Anthelio Help Desk 6440
Security, Sunquest	Cannot log onto SmartTerm or Flexilab	Notify LIS on Call
Security, Cerner	Cannot log onto Cerner/SG or Cerner/WAH	Call Anthelio Help Desk 6440
ZFREECNT:	ZFREECNT: CRITICAL WARNING -- Free space left before M map limit is 4.83%; M-blocks left: 77,219. Call Sunquest during working hours! Directory/sunquest/labsplit2/.	Notify LIS on Call

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