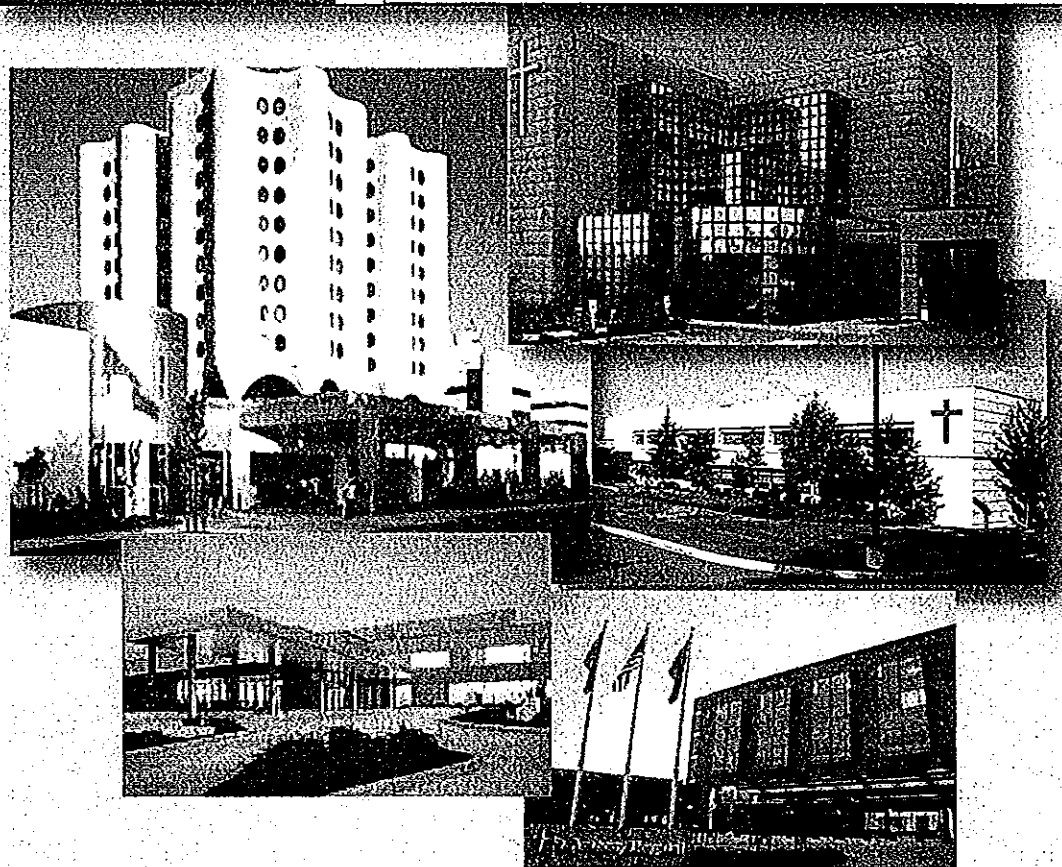


CATHOLIC HEALTH
INITIATIVES
Franciscan Health System
REGIONAL LABORATORY
SERVICES

St. Joseph Medical Center
St. Anthony Hospital
St. Clare Hospital
St. Elizabeth Hospital
St. Francis Hospital



DOWNTIME MANUAL

SFH LAB

SECTION 1

- Determining the Type of Downtime (LIS, Hospital System, Interface between LIS and Hospital System)
- Downtime Procedure Checklist (Master)
- Code Triage
- Sample EPIC Downtime Labels (Front Pocket)
- Communication Memo: Nursing Stop Alert
- Interface Downtime Instructions (LIS Up, Hospital System Up)

Determining the Type of Downtime when

Cerner is NOT down

Patient Access Number: 125-1240

EPIC is DOWN?

- ✚ This is the only time Patient Access will use downtime CSN numbers.
- ✚ Downtime CSN #s start with 80000000.....(see below)
- ✚ Lab will get an EPIC downtime label that looks like the following:

Name: Ludy, Robert B

DOB: 04/08/1959

MRN: 00012345 or 9000xxxxxx

CSN: 800000004445

Admit Date: 7 January 2014

✚ The MRN # during EPIC downtime:

- The MRN # can either be a downtime number if the patient has never been in the system before. Downtime #s start with: 9000xxxxxx
- If a patient has been in the system before, Patient Access will get the real MRN from Shadow Read Only (SRO) in EPIC.
- Once EPIC is back up, the system will merge downtime numbers.
- The EMD/floor should not reorder tests when EPIC is back up, IF they were ordered on a Green and White.
- Continue to check the status of Downtime with Patient Access.

🚧 Go to Tab #4 in this manual

EPIC and Cerner are up, but the INTERFACE is not allowing them to talk →

- 🚧 Call 127-6722 and notify Lab IT support at SJH.
- 🚧 Patient Access will register as normal in EPIC 125-1240.
- 🚧 ED and floors will order STATs/ASAPs on Green and White requisitions and use an EPIC label. ED should send requisition to lab and lab will register patient in PAR and <shift F6> COE to order tests.
- 🚧 Always use the numbers on the EPIC label. Be exact. Typos do not cross the interface.
- 🚧 ED/floors should not order tests in EPIC that were ordered on a Green and White
- 🚧 Proceed to TAB #4.

When Cerner is Down:

🚧 This is the only time the lab assistants will use our downtime numbers

- Please check with SJH IT/Nuria to see how long they expect the DT to last. If it will not be < 2 hours, it may be best to run tests off line.
- Procedure manuals are stored on the IRON KEY hanging in the key box at the front of the lab if all computer access is down.

Downtime labels and numbers remain the same throughout the entire encounter.

What to do during an EPIC, Interface, or Cerner Downtime

Open the Downtime Procedure Manual

TURN ON THE READER BOARD PPT. (To Be Added-at SFH)

- Press→ESC
- DC (double click) on: shortcut to SFH LAB (Orange icon)
- DC→PPTS
- DC→Readerboard
- DC→SFH Cerner Downtime
- LC (left click) Slide Show
- LC: From beginning

Initiate Notification Process:

- ⚡ Lab Manager, 253-826-6641 (Home) or 416-9621 (Pager)
- ⚡ Lab Supervisor, 253-838-9633 Home
- ⚡ MTC, 253-529-8739
- ⚡ LIS at SJH – 127-6722
- ⚡ House Supervisor 687-1827→this will send a message to the pager
- ⚡ Unit Charge RN (call each unit)
- ⚡ ED Charge RN 125-7971

1. Prepare Department

- ⚡ Tech-in-charge or management responsibility
 - Call House supervisor at 125-7963
 - Distribute Dept. specific downtime procedures and forms to use
 - Assist Techs in preparing result forms and logs to use
 - ⚡ Lab Assistant responsibility-
 - Notify floors that New Admit orders and/or new test requests (to include specimen sent to the lab) not previously ordered in STAR as TS and STAT needs to have Green Requisitions and full patient information (Name, CSN, DOB, UNIT/Rm #) along with DATE and TIME for collection when sent to the Lab.
 - Green Requisitions and Sample must be sent to the lab together
 - Notify floor NOT TO PLACE ORDERS in EPIC until further notice (for Complete Downtime)
 - Prepare files needed for sample processing
- **All logs and procedures are in the Downtime Manual accessible on the Intranet.**
- **Copies of all procedures, forms, WIs are in this manual**
- **The Iron Key with all backup procedures is in the key storage by the shower in the lab (TO BE Done)**

What to do during an EPIC, Interface, or Cerner Downtime

HAVE AMR'S (Analytical Measurement Range) AND NORMAL RANGES HANDY TO INCLUDE CRITICAL VALUE LIMITS TO VERIFY CRITICAL RESULTS AND CALL IN TIMELY MANNER.

PREPARE LIST OF FAX NUMBERS TO INCLUDE OUTSIDE LINE FAXES AS NECESSARY.

***** During downtime ALL LOGS AND MANUAL REPORTS have to be kept on file on each Department for easy retrieval and will be saved for 2 years

For Cerner downtime:

Specimen Processing:

- a. Prepare Downtime Logs:
 - Manual STL log
 - FHS Downtime Manual Log
- b. Prepare Downtime Stickers
- c. Prepare Files to use:
 - Done File – to file all filled Manual Logs
 - Green Requisition File – to file all processed Green Reqs

Manual Processing of Sample:

- a. Using the Downtime Sticker, assign a number to Patients orders regardless of test. (One patient gets one sticker for all sample/tests)
- b. Use EPIC/Cerner label to enter patient/test information on the log
- c. On downtime sticker, write tests ordered.
- d. If sample is shared between two departments or test, or requires pouring off to run, place an extra sticker for an aliquot tube for Techs to use
- e. Deliver samples to every department to run tests
- f. For extra tubes or orders where we did not received any sample, write the information under COMMENT (i.e. XLAV, XRED, XBLU or no urine rec'd or TX ordered.
- g. Process send-outs last

What to do during an EPIC, Interface, or Cerner Downtime

2. Prepare Instrument/Lab for Downtime

- ✦ Turn off Host Transmission on all Machines: This prevents results from crossing over to Interface while Cerner is down.
- ✦ Important Sample information and Patient demographics needed to be entered in Analyzer during downtime and to significantly appear in Result print-out are:
 - a. Accession number with Julian date, (14-xxx-4xxxA) and MRN (needed for Host Transmission/ID verification)
 - b. Gender and DOB (for Ranges, GFRs and indices)

What to do during an EPIC, Interface, or Cerner Downtime

COAGULATION DEPARTMENT

See downtime TOP 500 instructions in the manual section # 10.

Coag draft downtime TOP 300.pdf

What to do during an EPIC, Interface, or Cerner Downtime

URINALYSIS DEPARTMENT→IRIS

Downtime:→Running Samples:

- Run samples in STAT mode tray and slide forward until you hear a soft click
- Press Stat key and No. twice
- Type in 5-digit acc# on dotted line and press enter
- Press Start to run test
- Use EPIC/Cerner lab labels to identify each printout (Full name, MRN, DOB, Location).

Recovery:

- Resending Results:
 - Click on Found List
 - Click on Search (bottom right)
 - Clear all information from the fields that is already there
 - Filter by date/time of downtime
 - Click ok
 - Double click on desired accn # to bring up report
 - Click on Re-Report
 - Individual Reports
 - Uncheck "Screen"
 - Check "LIS"
 - **Note:** Results that do not require a microscopic/review will autoverify
 - **Note:** Go to TSA to manually enter microscopic results

What to do during an EPIC, Interface, or Cerner Downtime

HEMATOLOGY DEPARTMENT:

*****Important Sample information and Patient demographics needed to be entered in Analyzer during downtime and to significantly appear in Result print-out are:

- * Accession number with Julian date, MRN (Host Transmission/ID verification)
- * Gender and DOB (for Ranges, GFRs and indices)

LH750 – Turning Host Off

- * Click on Run Configuration- Lightning Bolt Icon
- * Click on LIS Tab, and choose DISABLED
- * Click on Green Check Mark Icon to save.
- * Click on Print Icon and select ALL to print
- * Click on Green Check Mark to save settings.

Manually Programming Test on LH750 –

- * Select “Patient Result (Bed) Icon on the left corner of the screen.
- * At the top of screen, Click on “ Add a sample Request” = (Bed/Plus sign Icon)
- * Click on check box for test that is ordered.
- * On Sample ID result field, Enter the Downtime number include the year and Julian date entry (i.e. 12(year)-039(# of days)-5digit downtime number)
- * Enter the patients MRN # in the Patient ID field,
- * Type in Gender (For ranges), and Date of Birth
- * Under comments line, type in Patients Location
- * Click on Bed Icon with Plus sign to enter another patient if applicable
- * On the Analyzer screen, type in the Patient ID to include Julian dates and run sample on Secondary mode
- * Results should Print automatically
- * Check for flags and critical value comments. Call critical and fax results

Downtime Recovery on LH750

It is critical that no one sign onto Cerner until the system is completely turned over to your department. While Cerner may be up it is essential that processes follow the Sequences as described below. Container letters has nothing to do with interface process.

- * After all test are ordered, Turn Host on by following same procedure above (Turning Host Off), Enable LIS and Print Abnormals only
- * Click on Bed Icon (Patient Result), At top of screen click on folders to open **TO DO List/Done Files**
- * Click on Completed, and look for Downtime runs
- * Click on the tab box before each number to highlight line

What to do during an EPIC, Interface, or Cerner Downtime

⚡ Click on 2-Computer Icons at the top left corner to re-transmit results

CHEMISTRY DEPARTMENT:

- Sample information and patient demographics need to be entered in analyzer during downtime are:
- Accession number with Julian date, CSN (Host Transmission/ID verification)
- Gender and DOB (for Ranges, GFRs and indices)

DXC 600 Downtime Preparation

- ⚡ Prepare DXC to Print all reports and Turn on Serum Index:
 1. Select System Set-up Icon (Comp Icon)
 2. Choose #8 – Report Set-up
 3. Touch “**Print Patient and Control Report**, Leave other setting as is (Chart Format A)
 4. Touch done = <F10>
 5. Choose #1 – **Auto Serum Index/ORDAC**
 6. Touch the button that says **SERUM INDEX**
 7. Touch don = <F10>

Manually running test in DXC 600

- ⚡ Select Sample Icon on the Menu Bar
- ⚡ Select F7 to clear Rack to use
- ⚡ Type in Rack number and select OK to clear.
- ⚡ Type in Position no, select STAT check box as necessary
- ⚡ Type sample type and sample comment if needed
- ⚡ Select F2 to enter Patients demographics
- ⚡ Type in information provided and select Next (F10) to return to Program Screen. Enter Patient Age to show Reference range on printout
- ⚡ Select each Chemistry to run or choose a Panel
- ⚡ Select F10 for Next to program additional samples
- ⚡ To verify programmed samples, select List and place samples into assigned rack positions, STATs first if possible
- ⚡ Place rack in the autoloader and press RUN
- ⚡ For STAT sample if the system is running and other racks are on the loader, press <Priority> (Rack pusher moves back one space so STAT rack can be placed in front of the other racks).

TO ADD TESTS OR TO RERUN SAMPLES

- ⚡ From Sample Screen, select F8 (Rerun)

What to do during an EPIC, Interface, or Cerner Downtime

- ⌘ Enter Sample ID, all previous test run will be highlighted, DESELECT Chemistries that are not to be re-run
- ⌘ Select Chem. test added and touch Next/F10 to save

Once testing is complete, Samples/Racks should be cleared as follows:

A sample ID has to be reused, clear that sample ID first.

A sample rack cannot be programmed due to previous programming, clear the programming.

Reminder for clearing samples:

Clearing of samples can be done by Sample ID, Rack No. or Position #

- ⌘ Use Comma(,) to separate multiple sample ID or Rack #
- ⌘ If clearing range of sample ID or racks, enter the smallest number first in the Range field and Last Number in THRU field
- ⌘ Select OK to complete or CANCEL to retain programming

*****If only Rack is entered, programming in all positions in that rack will be cleared

***To turn OFF the printing option and Serum Index, follow the same procedure and deselect Print Patient and Control Report” and Serum Index/ORDAC

What to do during an EPIC, Interface, or Cerner Downtime

ACCESS

Set Access Analyzer to Auto Print report

1. On Main Menu screen select F8 (Configure), then F1(System Setup)
2. On the bottom toolbar, select F7 (Reports Set-up)
3. Select/Check Auto Print, Continuous Sample Report. (The Calibration Report should be checked already), then select OK.
4. After Downtime is over, go back to Report Set-up and deselect(uncheck) Continuous Sample Report. Leave the Calibration Report checked.

Manually running in ACCESS

TO LOAD TRAY WITHOUT LIS

- ✚ At Sample Manager, Scan tray bar code or enter tray # and press Enter).
- ✚ Press F3 for Test Request, Enter sample ID and press TAB to move to the next field
- ✚ Type optional patient ID (15 alphanumeric maximum) or enter patients' first and last name. Press F3 (Show test name) and Select test from test list by touching desired test on screen. Press TAB to go to next sample.
- ✚ Place sample in appropriate slot on sample tray. Repeat process until tray is filled and Press F1 to Load Rack.
- ✚ When Load Rack message appears, open carousel door and load tray on the system. Close carousel door, Press Run on screen or F11 (RUN) on keyboard.

*****Keep the carousel door closed when not loading or unloading reagent packs and/or sample trays.

*****Always check the icon in the upper right hand corner of the screen indicating the analyzer status.

- ✚ To remove a test, press – after the test ID #. Use touch screen to modify the sample type, priority or dilution if necessary.
- ✚ To clear an entire tray, use the Clear All Samples option under F7. To delete a single sample, highlight line, use __ arrows, and press Delete.

TO ADD TO A RUN IN PROGRESS

- ✚ From Main Menu, press F1 Sample Manager (Test Request/Progress)
Press F3, Type in the desired tray number and press Enter

What to do during an EPIC, Interface, or Cerner Downtime

- # Type in the new request, Press F1 Edit Tray
- # When F1 changes to Done and the appropriate tray is presented, add the sample to the tray (it is not necessary to unload the tray)
- # Press F1 (Done). Pop up may occur alerting you that samples have not been aspirated. Press Back. Press OK.
- # Press Run on screen or F11 on keyboard to restart pipetting.

What to do during an EPIC, Interface, or Cerner Downtime

GEM/I-Stat :

Manual Programming to run and verify tests.

Downtime Recovery on Chemistry:

- A. Once all orders are entered, Chemistry results held by Datalink should interface.
Use the labels to ensure that results have crossed, ignore container #
 - i. Enter applicable comments
 - ii. Verify the results
 - iii. In those cases where results do not automatically cross, manually re-transmit or enter the results
- B. Affix Cerner Labels to each tube
- C. File all downtime Results and logs to our 2 year file

What to do during an EPIC, Interface, or Cerner Downtime

Downtime Recovery:

It is critical that no one sign onto Cerner until the system is completely turned over to your department. While Cerner may be up it is essential that processes follow the Sequences as described below.

Lab Assistants:

- In charge of Patient samples received in lab during downtime
- Recovering order from “FHS Manual Downtime Back-Up Log”
 - ✚ If EPIC DT: Perform Quick Registration in PAR and branch to COE to order tests.
 - ✚ Core Cerner DT: Enter the downtime accession number in the “ACCN” field of COE (Up arrow from Priority Status)
 - ✚ Order one log sheet at a time. Once a log sheet is completely ordered, deliver the Cerner labels to the appropriate testing department

*****Place your Tech Id at the top of the log sheet documenting that you are the person placing those orders

- B. Staff not involved in downtime recovery will continue normal processing functions per that day’s assignments
 - Pull and reconcile a CPR, RQWs and PKLs

Testing Personnel

****Turn LIS/Host Interface on. Disable Auto printing as applicable.

Notify Supervisor/Manager in-house if results cross-over or not.

- A. Once orders have been placed you will be given Cerner labels
 - a. Use the labels to ensure that results have crossed, ignore container #(A,B,C etc.)
 - i. Enter applicable comments
 - ii. Verify the results
 - iii. In those cases where results do not automatically cross, manually re-transmit or enter the results
- B. Affix Cerner Labels to each tube
- C. Deliver / CLIP samples
- D. Those personnel not involved in recovery efforts will ensure that Testing is performed on all new samples being delivered for testing
- E. Pull and resolve WCPs

What to do during an EPIC, Interface, or Cerner Downtime

Downtime Procedure Checklist		
Items to address:	√ if done	Comments/Tech ID
1. Initiate Notification Process		
2. Determine Staffing needs as necessary		
3. Alert all Floors and communicate needs		
<ul style="list-style-type: none"> ✱ Respond to emergency pager in chemistry ✱ Participate in Conf. Call if MTC or manager not available 		
4. Huddle with ED Department		
<ul style="list-style-type: none"> ✱ Communicate what we need (Green Reqs and sample together) ✱ Turn on the auto-fax 		
5. Prepare Department		
<ul style="list-style-type: none"> ✱ Place all instruments in manual mode and Turn off Host Connection to "hold" results. 	See Cards/TBD	
<ul style="list-style-type: none"> ✱ Turn Analyzers Printer Settings to print ALL 		
<ul style="list-style-type: none"> ✱ Turn Indices ON for DXC 		
<ul style="list-style-type: none"> ✱ Check Julian Dates for Patient ID's (13=yr, 0## for days + 5digit downtime number) 		
<ul style="list-style-type: none"> ✱ Prepare Normal ranges and AMR record for critical calls 		
<ul style="list-style-type: none"> ✱ Check and review FAX numbers if working 		
6. Recovery		
<ul style="list-style-type: none"> ✱ Assign accessioner to register patients and place orders 		
<ul style="list-style-type: none"> ✱ Turn back Host connections to ON 		
<ul style="list-style-type: none"> ✱ Check and review WCP, CPR, NCC, RQW 		
<ul style="list-style-type: none"> ✱ Return all Downtime procedures in the Downtime Response Plan Book 		
<ul style="list-style-type: none"> ✱ File requisitions and all manual logs 		
<ul style="list-style-type: none"> ✱ Send BB (bloodbank) and Micro Samples to SJ 		
<ul style="list-style-type: none"> ✱ Process Send-outs 		

What to do during an EPIC, Interface, or Cerner Downtime

Downtime Procedure Checklist		
Items to address:	√ if done	Comments/Tech ID
1. Initiate Notification Process		
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CODE TRIAGE

Disaster is Computer Systems Down

Which Computer System Down? CERNER EPIC Interface

Date & Time System(s) Went Down: _____ UPDATE #: _____

Notification:

Initiate, call to LIS to notified about issues: _____(who,time)

- LIS 127-6722 or check LIS On-call schedule- on Lab Portal

Initiate, call to IT (152-4179) first call: _____(who,time)

- Initiate, call to Lab management, each site: _____(who,time)

STAFF – How To Proceed:

- Notify floor and fax notification according what is needed to get orders, results, and communication number. _____(who,time)
- Notify House Supervisor at each time-keep up with bed/admit issues

Registration/Processing Samples

- Patient's Registered?_Yes or No Now what? _____
- Downtime Req's? Yes or No Now what? _____

Instrumentation-Testing:

- CERNER Up & EPIC down: No changes in running tests
- CERNER Down: Prepare to printer with forms for temporary report

How Do Results Get To Units?

- EPIC up: No change
- CERNER Down: Fax Results - Instrument and Downtime Result Reports

Lead Contact Protocol:

- Management to initiate a conference call:
- Lab Manager Pager Routing: 253-416-1324
- Arch Paging text to add; Schedule a Conference call 1-888-636-3807 and participant code 4700101#

Schedule Meetings: _____ (who, time, call time)

- Time Line: _____ Plan: _____
- Time Line: _____ Plan: _____
- Time Line: _____ Plan: _____

Communication What, Who, When?

Determine Regional Lab Incident Commander : _____ (who)

Site Commanders: _____ (who)

Who needs to be notified or not on call? _____

Incident Commander-how to contact? _____

House supervisors? _____ (Bed Control/Admits)

Active Over Head Page? _____ How? _____

What do we want the floors/units to know now? _____

When to provide update to floors/units? _____

Nursing Stop Alert



Lab Order Entry during Cerner-EPIC-Interface downtime.

- **Do not order labs in EPIC if you have sent down a manual requisition during the EPIC +/-or Cerner downtime.**
- **You will be notified when the system(s) are up and you can resume normal order entry.**

How to place lab orders:

1. Please use Green & White (black) requisition to order lab tests.
2. Include the **date, time and room numbe** on the requisition along with the EPIC label.
3. Please send 6 extra EPIC labels along with your order.

What can I order?

STAT
TIME STUDIES
ASAP

What should I not order at this time?

DO NOT send future orders.
No Q Hr orders or Q day orders please
No AM orders
No orders for tomorrow

Date: _____ Time: _____

Lab Contact Person: _____

Computer Downtime: EPIC up→Cerner up→ Interface down

**Only STATS or Timed draws should be ordered by providers during a downtime.
Routine order should be placed after the system is back up.**

- **Call Patient Access at 125-1240. This is the desk outside of the ED and often they are the first to know exactly what is down.**
- **Call SJH LIS IT @ 127-6722 and tell them exactly what is happening.**
 - **Ask them what they know about the problem**
 - **Ask them to notify you when the interface is back up**
- **Call the house supervisor at 125-7963 or pager 687-1827.**
- **Call the ED Charge RN at 125-7971 and alert them to the problem.**
- **Every ED patient will need the following information on a green and white requisition:**
 - **An EPIC label on a green and white Req. Use the MRN and CSN from the green and white!**
 - **Tests required**
 - **A patient's Name, DOB, Sex**
- **IMPORTANT***If EPIC is up the patient will have a real MRN/CSN#,**
- **Patients should not be registered on an old encounter--EVER.**
- **Patients can be registered during an interface downtime by the lab assistants in Cerner. You need the information above and the following information:**
 - **Patient type = E**
 - **Facility = SF**
 - **Location = ECUF**
- **The following directions will walk you through the registration and test ordering process**

SECTION 2

General Downtime/Recovery Instructions

- Specimen Processing Downtime/Recovery (Help Sheet)

Downtime Specimen Processing

Manual Processing of Sample:

- a. Using the Downtime Sticker, assign a number to Patients orders regardless of test. (One patient gets one sticker for all sample/tests)
- b. Use EPIC/Cerner label to enter patient/test information on the log (Ask for six EPIC patient labels/Requisition sent to lab.)
- c. On downtime sticker, write tests ordered. (See pre-printed stickers for ease of use.)
- d. Write each patient on Specimen processing log and attach requisitions to log (eight patients per log).
- e. If sample is shared between two departments or test, or requires pouring off to run, place an extra sticker for an aliquot tube for Techs to use
- f. Deliver samples to every department to run tests
- g. For extra tubes or orders where we did not received any sample, write the information under COMMENT (i.e. XLAV, XRED, XBLU or no urine rec'd or TX ordered.
- h. Process send-outs last

Recovery: Specimen Processing

It is critical that no one sign onto Cerner until the system is completely turned over to your department. While Cerner may be up it is essential that processes follow the Sequences as described below.

Recovering order from "FHS Manual Downtime Back-Up Log"

- ✚ If EPIC Down: Perform Quick Registration in PAR and branch to COE to order tests. (See document PAR Patient Registration work instruction in Downtime Manual.)
- ✚ Cerner Down: Find the Cerner Terminal with Up Arrow ↑ in Specimen Processing to order tests. These Downtime computers will allow one to assign the accession number for all tests for order.

Note: Enter the downtime accession number in the "ACCN" field of COE (Up Arrow "↑" from Priority Status to assign the same accession number to each downtime sample.)

Up arrow and cursor will move to Accession # to assign the downtime number here.

All tests have same accession number.

- ✚ Order one log sheet at a time. Once a log sheet is completely ordered, deliver the Cerner labels to the appropriate testing department, Place your Tech ID top of log sheet and keep for 2 years.

B. Staff not involved in downtime recovery will continue normal processing functions per that day's assignments

- Pull and reconcile a CPR, RQWs and PKLs

Epic 8/2 – 8/3/2013 Cutover Downtime Lab Orders Guideline for Nursing

Purpose: During the planned downtime for Epic go-live, the STAR and Epic systems will be unavailable for lab order entry. The Lab system will also be on downtime processes during much of this time and reliant on complete information to be included on the downtime lab requisitions and sample labels so that faxing of results can be made to the correct location and recovery is successful.

Placing Lab Orders - Manual Green/white Lab Requisition – use during the expected downtime hours only
Complete a green & white manual lab requisition

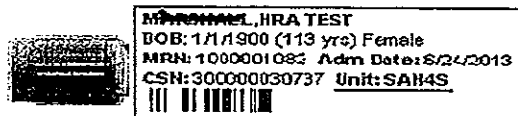
1. Affix Patient Epic label (as soon as they become available) on the bottom right of requisition
2. Write Patient Unit (Room/Bed) on the label
3. Comments section (top right) – write either Lab or Unit collect
4. If sample is already collected, write in date/time and collected by information
5. Check box for “priority” of draw (Stat, ASAP, routine, timed) on top left
6. Place an X mark next to tests to be run

When to complete a manual downtime lab requisition

1. If the sample has been collected by the unit – send completed req along with sample to the lab
2. If the sample is expected to be collected *by the lab* during the planned downtime midnight to uptime
3. Complete a Req for each “timed” collection needed; e.g., CKI/TNI, etc.
4. Hold all future orders to be collected after planned uptime for entry into Epic – manual Reqs are not needed
5. Once Epic is up, current and future orders can be placed in Epic that have *not already* been ordered in STAR or on manual reqs

Sample labeling - Perform 2 patient identification of the label/patient’s arm band.

1. Write the date and time of collection on the label
2. Write the patient’s unit on the label (Epic labels print the unit the pt was 1st admitted to, if this changes, just strike through and add new unit/room/bed)
3. Write the test(s) on the label
4. Affix the STAR or Epic label to the tube lengthwise



Getting Lab Results

- Stat results - will be faxed immediately
- Routine results will be faxed to the units every hour

Blood Bank Armbands

- Blood Bank armbands need to stay on the patient’s arm, even though they will have the old STAR MRN info. The band also includes Patient Name, DOB and the Blood Bank ID# which links to the blood units available. Please do not remove this band.

NOTE:

Patient Labels - Once downtime has started, begin using Epic patient labels as soon as they become available. The lab will need the Epic MRN and CSN on the samples and requisitions.

PRIORITY

- STAT ASAP
 ROUTINE TIMED STUDY

TIME REQUEST RECEIVED IN LAB →

COLLECTION INFORMATION (TO BE COMPLETED IN UNIT)

DATE TO BE COLLECTED	TIME TO BE DRAWN	PRE-OP	DATE OF SURGERY
FORM COMPLETED (SECRETARY) (RN)	DATE / TIME	CALL OR FAX REPORT TO:	
REQUESTING PHYSICIAN			

TR BY _____

COLLECTION INFORMATION

COLLECTION DATE	COLLECTION TIME	COLLECTED BY
COMMENTS		URINE <input type="checkbox"/> RANDOM <input type="checkbox"/> CATH <input type="checkbox"/> MID STREAM <input type="checkbox"/> TIMED _____ HRS

PRIORITY PANEL/TESTS

- EMERGENCY HEMORRHAGE PNL EHP
 PRIORITY PANEL PRIOR PNL
 CREATININE WHOLE BLOOD CRE WB
 CBC CBC
 HEMATOCRIT HCT
 GLUCOSE GLU R

PANELS & PROFILES

- EMERGENCY HEMORRHAGE PNL EHP
 BASIC METABOLIC PNL BMP
 COMP METABOLIC PNL CMP
 ELECTROLYTES LYTES
 CARDIAC PNL (SFH ONLY) CARDIAC.SF*
 HEPATIC FUNCTION PNL HFP
 LIPID PANEL LIP
 PIH PANEL PIH
 RENAL FUNCTION PANEL RFP
 TPN 10 PANEL TPN 10
 OTHER _____

COAGULATION

- ANTICOAGULANT:
 Coumadin/Heparin/Unknown/None (circle one)
 PROTIME (PT) PT
 PTT PTT
 D-DIMER DD
 FIBRINOGEN FIB
 HEPARIN UNFRACT (ANTI-Xa) HEP UFH
 THROMBIN TIME TT
 OTHER _____

HEMATOLOGY

- CBC (Includes DIFF) CBC
 HGB HGB
 HCT HCT
 HGB & HCT (H & H) HH
 HEMOGRAM (CBC w/o DIFF) HEMO
 PLATELET COUNT PLT
 SED RATE SED
 WBC COUNT WBC
 OTHER _____

URINALYSIS

- URINALYSIS (culture if indicated) UAR
 URINALYSIS UA
 OTHER _____

URINE SPECIMEN

- RANDOM CATH
 MID STREAM TIMED _____ HRS

CHEMISTRY (Alphabetic Listing)

- ALCOHOL (MEDICAL) ALCM
 AMMONIA (VENOUS) AMO VEN
 AMYLASE AMY
 B-NATRIURETIC PEPTIDE BNPEP
 BILIRUBIN TOTAL BIL T
 BILIRUBIN FRACTIONATED BIL F
 BUN BUN
 CALCIUM CA
 CHOLESTEROL CHOL
 CPK TOTAL CK
 CPK ISO CKI
 CREATININE CRE
 GLUCOSE FASTING GLU F
 GLUCOSE RANDOM GLU R
 A1C (GLYCOHEMOGLOBIN) A1C
 IRON IRON
 TIBC TIBC
 LACTATE LAC
 LIPASE LIPASE
 MAGNESIUM MG
 POTASSIUM K
 SGOT (AST) SGO
 SGPT (ALT) SGP
 TROPONIN I TNI
 TSH TSH
 TSH (REFLEX TO FREE T4 IF ABN) TSH R
 URIC ACID URIC
 OTHER _____

IMMUNOLOGY

- HEPATITIS Bs ANTIGEN HBSAG
 HEPATITIS Bs ANTIBODY HBSAB
 HEPATITIS C ANTIBODY HCAB
 HIV 1/2 ANTIBODY HIV I
 MONO TEST MONO
 PREGNANCY SERUM (HCG) HCGS
 HCG SERUM QUANT HCGQN
 PREGNANCY URINE (HCG) HCGU
 OTHER _____

MISCELLANEOUS

- BODY FLUID PANEL
 CSF (includes culture) CFS PN
 SYNOVIAL FLUID SY PN
 OTHER BODY FLUID TYPE _____

TOXICOLOGY (THERAPEUTIC DRUG)

- ACETAMINOPHEM ACET
 DIGOXIN DIG
 DILANTIN (Phenytoin) DIL
 LITHIUM LITH
 PHENOBARBITAL PHEN
 SALICYLATE SAL
 TEGRETOL (Carbamazepine) TEG
 TOTAL TRICYCLICS TTCA
 VANCOMYCIN P T R VANC
 VALPROIC ACID (Depakene) VALP
 OTHER _____

DRUG SCREENING

- SUBSTANCE ABUSE SCREEN SAS
 DRUG PANEL 6 (See reverse side) DSB1
 WCC SUBSTANCE ABUSE WCCSAS
 OTHER _____

MICROBIOLOGY

- SOURCE: _____
 AFB CULT/SMEAR C AFBC/SM
 AFB SMEAR (STAT ONLY) AFBSTAT
 ANAEROBIC CULTURE C ANC
 BLOOD CULTURE C BLD
 BODY FLD CULT/SMEAR C BF/GS
 CATHETER TIP CULTURE C CATH/TIP
 FECAL WBCs GS
 FUNGUS CULT/SMEAR C FUNC/SM
 GC & CHLAMYDIA APTIMA CTGCAPT
 GRAM STAIN only GS
 GROUP B STREP FLUID (csf/serum) GBSFLD
 GROUP B STREP CERVIX C GBS
 OCCULT BLOOD OCC
 RESPIRATORY CULT/SM C RESP/GS
 STOOL CULTURE/SMEAR C ST/GS
 THROAT CULTURE C THR
 THROAT RAPID STREP SC C THR/SC
 TRICHOMONAS CULTURE C TRI
 URINE CULTURE C UR
 WOUND CULTURE/SMEAR C WD/GS
 OTHER _____

TRANSFUSION SERVICE

- ABO/RH
 ANTIBODY SCREEN
 DIRECT COOMBS
 NEWBORN WORKUP
 RH (ONLY)
 RHIG (RHOGAM) EVAL
 OTHER
- DRAW & HOLD
 TYPE & SCREEN
 TYPE & CROSSMATCH
- REASON/LOCATION _____
 DATE TO GIVE _____
 INDICATE # OF UNITS:
 _____ RBC
 _____ AUTOLOGOUS (TX AUTO)
 _____ PLATELETS (Single or Phoresis Pack)
 _____ CRVO FFP (Fresh Frozen)
 (CHECK IF INDICATED)
 LEUKOPOOR
 IRRADIATED
 CMV NEG
- REQUIRED PATIENT INFORMATION
 Check Boxes that apply:
 Pt. has not been transfused in the last three months.
 Pt. has not been pregnant in the last three months.
 Unknown
- Phlebotomist: _____

COMMENTS
 ADDITIONAL TESTS

Franciscan Health System

St. Joseph Medical Center, Tacoma, WA
 St. Francis Hospital, Federal Way, WA
 St. Clare Hospital, Lakewood, WA
 St. Elizabeth Hospital, Enumclaw, WA
 St. Anthony Hospital, Gig Harbor, WA



201600

CERNER ORDERING DURING EPIC DOWNTIME

FOR PATIENTS THAT DO NOT HAVE
CURRENT ACCOUNT (ER)

- 1) under COE choose MRN input
 - 2) enter MRN from Epic Downtime label, enter
 - 3) separate screen opens, enter patient info, CSN # = Financial #
 - 4) back in COE order indicated tests from paper requisition
 - 5) Cerner labels print
-

PAR-Patient Registration

This document assumes EPIC interface is down, Cerner is up and floor is providing downtime EPIC labels and financial numbers. Accurate entry of patient name, MRN, financial number and DOB are critical. When EPIC comes up it will overwrite manual entries if these are correct. If no downtime EPIC MRN or CSN # is provided, lab staff must go to total downtime

1. Sign on to Cerner
2. At select prompt enter PAR

```
MODE: SJLIS-0093 ENV: AXP USERNAME: LEA, KAREN SULL
PATIENT REGISTRATION (PAR)
01 PATIENT NUMBER (0000) _ _ _ _ _ ST JOSEPH MEDICAL CENTER
02 PATIENT NAME
03 PATIENT TYPE
04 SEX/AGE/DOB YRS
05 ADMITTING DOCTOR
06 FINANCIAL NUMBER
07 ADMISSION DATE BY RESULT ACCUM
08 DIAGNOSIS DX CODE
09
10
11 RACE/HEIGHT/WEIGHT INCHES POUNDS
12 MAIDEN NAME
13 CONSULT DOCTORS
14
15
DISCHARGE DATE
```

3. Up arrow to enter in parenthesis the code for your site SFH is (0103) (0103)
4. Enter the exact MRN on the label
5. Enter the patient social if given
6. Enter the patient name provided exactly as written

- Enter the patient type using the Cerner tool for type, Nursing Stations, and Beds. Shift +F5 Help will display options. Note: type P is for Paclab patients only

CERNER - Reflection for UNIX and Digital

File Edit Connection Setup Script Window Help

NODE: SJL16-0093 ENV: AXP USERNAME: LEA, KAREN SULL

PATIENT REGISTRATION (PAR)

01 PATIENT NUMBER	(0000)110-01-1000	ST JOSEPH MEDICAL CENTER
02 PATIENT NAME	LEA, KAREN	SS# 000-00-0000
03 PATIENT TYPE		
04 SEX/AGE/DOB		
05 ADMITTING DOCTOR		
06 FINANCIAL NUMBER		
07 ADMISSION DATE		
08 DIAGNOSIS		
09		
10		
11 RACE/HEIGHT/WEIGHT		
12 MAIDEN NAME		
13 CONSULT DOCTORS		
14		
15		

DISCHARGE DATE

PATIENT TYPES 0150

01 CLIENT-SJ	C
02 EMERGENCY DEPT	E
03 CLIENT-SF	F
04 HOSP OUTPT	H
05 INPATIENT	I
06 CLIENT-SC	L
07 MICRO QC	M
08 NURSING HOME	N
09 OUTPATIENT	O
10 PAML PATIENT	P

DS

*** continued ***

Select 01

404, 32 VT400-7 - sjs via TELNET Num

- Enter the Facility code FAC- choose Shift+F5 for options. SJ,SA,SF,SC,SE
- Enter the LOC for the patient type. This is the Cerner code for the Nursing station the patient is located at. For example, Patient type E at Facility SC, the location will be ECUC.

CERNER - Reflection for UNIX and Digital

File Edit Connection Setup Script Window Help

NODE: SJLIS-0093 ENV: AXP USERNAME: LEA, KAREN SULL

CLIENT/LOC XREF	0101	PAR }
01 COUMADIN GIG HARBOR	COUG	
02 EMERGENCY CARE - SA	ECUA	ST ANTHONY HOSPITAL
03 ONCOLOGY-SA	ONCA	SS# 111-11-1111
04 OUTPT SURGERY-SA	SURA	
05 URGENT CARE - SA	UCUA	
06 UNKNOWN LOCATION SA	UNSA	
*** end of data ***		
Select	<input type="checkbox"/>	
11 RACE/HEIGHT/WEIGHT		INCHES POUNDS
12 MAIDEN NAME		
13 CONSULT DOCTORS		
14		
15		
DISCHARGE DATE		

399, 117 VT400-7 - sjls via TELNET Num Caps

10. ENTER Sex/Age/DOB

11. At provider Enter Shift+F5 and search for provider on the EPIC label. If patient is in ED, the physician is PHYSICIAN, EMERGENCY 0000911

12. Enter Financial Number exactly as written

13. Enter the patient admit date. If downtime has crossed midnight, the admit date could be yesterday's date.

14. F8-HOME

15. Go to COE.

16. Find patient previously admitted

17. Order testing in Cerner as normal from the requisition provided.

NOTE: In COE, Patient Registration task window will also open and save a step if preferred. Follow the steps as outlined above.

CERNER - Reflection for UNIX and Digital

File Edit Connection Setup Script Window Help

MODE:3JLIS-0093 ENV:AXP USERNAME:LEA, KAREN SULL

CLINICAL ORDER ENTRY (COE)				PATIENT (0008)110-01-1001	
NAME	AGE	SEX		ID	BILL 1
DR	DOB	PT			

01 PATIENT NAME
 02 PATIENT TYPE
 03 ADMIT DATE
 04 FINANCIAL #
 05 SEX/AGE/DOB
 06 ADMITTING DR

07 DIAGNOSIS
 08
 09 RACE/HGT/WGT
 10 CONSULT DR
 11
 12

490,18 VT400-7 - sjs via TELNET Num Caps

NODE: SJLIS-2017 ENV: AXP USERNAME: KRAMER, SALLY J

P A T I E N T R E G I S T R A T I O N (P A R)

01 PATIENT NUMBER (0102)098-756-2356 ST FRANCIS HOSPITAL
02 PATIENT NAME DOE, JOHN SS# - -
03 PATIENT TYPE E FAC SF LOC ECUF
04 SEX/AGE/DOB U 053 YRS 01/01/1961
05 ADMITTING DOCTOR 0000090 EMERGENCY, PHYSICIAN EMR
06 CONTACT SERIAL # 000000-262990
07
ADMISSION DATE. 06/10/14 BY 718 STAR MRN RESULT ACCUM 06/10/14

08 DIAGNOSIS ■ DX CODE
09
10
11 RACE/HEIGHT/WEIGHT INCHES POUNDS
12 MAIDEN NAME
13 CONSULT DOCTORS
14
15
DISCHARGE DATE

SECTION 3

Instrument Downtime & Recovery Instructions

- DXC 600
- DXI
- ACCESS
- GEM 4000
- LH's
- Top 300
- IRIS/Javelin
- Blood Bank

Downtime- DXC 600

- **Turn on printing**-System Setup→report setup→print options-change “Disable Reports” to “Print Patient and Control Reports”→done
- **Turn on Indices**-Setup→Auto Serum Index/Ordac→touch Serum Index→done
- **Manually programming samples:**
 - Type in Rack, Pos #
 - Choose sample type (serum, random urine etc)
 - Enter Sample ID (use the downtime accn # as the last 5 digits of accn # and use the “A”)
 - Hit F2 Demographics
 - Enter all patient demographics (**Name, Epic MRN, DOB, Location, Patient age/sex**)-this determines the correct reference ranges
 - Program Tests or panel of tests
- **Clear Racks** -when they come off (Rack # and/or Accn #)
- **Fax Interp sheet** with any DSU SCR or TTCA results

Recovery- DXC 600

- **Turn off printing**-System Setup→report setup→Print Options-Change “Print Patient and Controls” to “Disable Reports”→done
- **Turn off Indices**-Setup→Auto Serum Index/Ordac→touch Serum Index→done
- **Resending Results:**
 - **To send groups of data:**
 - Select the Results icon from the menu bar
 - Enter range of racks, patient ID or name, **run date/time (range of downtime)**.
 - Select Host (F8) to send results to host.
 - NOTE: You will not receive confirmation that the results have been sent but you can see the blue/green bars moving at the top right of the DXC screen to see that the host is transmitting.
 - Go to the datalink to view the results that are held
 - Go to Cerner to document any critical calls/verify any results not autoverified
 - **To send individual sample data:**
 - Select the Results icon from the menu bar
 - Enter sample ID, patient ID or name
 - View data for individual sample
 - Select Host (F8) to send results to host.
 - **Note:** If critical value or failed delta, results will be held in the Datalink, normal autoverify if autoverification is turned on.

Downtime- DXI

- **Turn on printing**-Configure→System Setup→Reports Setup→Check Auto print, continuous sample report→OK
- **Manually Programming Samples:**
 - New Request F3
 - Patient/QC Request
 - Enter Rack ID
 - Enter **Accn #** in the Sample ID field
 - Enter Patient **Name** in the Patient ID field (Last, First)
 - In the **Comments** box- type the **MRN, DOB & Location**
 - Select the tests to run
- **Fax Interp sheet** with any CKMB, HCGQN or BNPEP results

Recovery- DXI

- **Turn off printing**-Configure→System Setup→Reports Setup→Uncheck Auto print, continuous sample report→OK
- **Resending Results:**
 - On MAIN MENU screen select F2 (Test Results)
 - Select F1 (Filter)
 - Highlight “All Samples loaded Between”
 - Select Sample ID to the right in the Sort Order 1st Box
 - Select F1 OK
 - Select Past # hours. Enter the number of hours needed for look back, i.e. length of downtime
 - Select F1 OK.
 - A list will appear with a heading “All Samples loaded Between” sorted by Sample ID. In order to send results to Host, highlight the desired result using the up/down arrows and then select F5 (Send to LIS).
 - A pop up box will appear. Select Current Result then F1 OK.
 - In order to select multiple samples to send results to Host, highlight the desired samples by holding the shift key down and using the up/down arrows. Then select F5 (Send to LIS)
 - A pop up box will appear. Select Current Result then F1 OK.
 - Check the far right column labeled LIS. The message should go from Unaccepted to Sending to Accepted.
 - **Note:** If critical value or other error, results will be held in the Datalink, normal autoverify if autoverification is turned on.

Downtime- Access

- **Turn on printing**-Configure→System Setup→Reports Setup→Check Auto print, continuous sample report→OK
- **Manually Programming Samples:**
 - Enter Rack ID
 - Test Request F3
 - Enter **Accn #** in the Sample ID field
 - Enter Patient **Name** in the Patient ID field (Last, First)
 - In the **Comments** box- type the **MRN, DOB & Location**
 - Select the tests to run
- **Fax Interp sheet** with any TNI, CKMB or BNPEP results

Recovery- Access

- **Turn on printing**-Configure→System Setup→Reports Setup→Check Auto print, continuous sample report→OK
- **Resending Results:**
 - On MAIN MENU screen select F2 (Test Results)
 - Select F1 (Filter)
 - Highlight “All Samples loaded Between”
 - Select Sample ID to the right in the Sort Order 1st box
 - Select F1 OK
 - Select Past # hours. Enter the number of hours needed for look back, i.e. length of downtime. Select F1 OK.
 - A list will appear with a heading “All Samples loaded Between” sorted by Sample ID. In order to send results to Host, highlight the desired result using the up/down arrows and then select F5 (Send to LIS).
 - A pop up box will appear. Select Current Result then F1 OK.
 - In order to select multiple samples to send results to Host, highlight the desired samples by holding the shift key down and using the up/down arrows. Then select F5 (Send to LIS)
 - A pop up box will appear. Select Current Result then F1 OK.
 - Check the far right column labeled LIS. The message should go from Unaccepted to Sending to Accepted.
 - **Note:** If critical value or other error, results will be held in the Datalink, normal autoverify if autoverification is turned on.

Downtime- GEM 4000

- **Manually Running Samples:**

- Select test or panel of tests to run
- Specify the sample type/container
- Press GO
- At “No order identified. Proceed w/ analysis without an order?” prompt, select Yes.
- Insert Sample for analysis
- Select the Enter Information Tab. Enter Tech ID and enter Accn # into the Sample ID field.
- Enter Full Name, DOB and MRN #
- Press View Results and Accept/Print
- Record results on manual Priority Testing Form and fax to floor
- Staple GEM printout to manual Priority Testing Form and save

Downtime- LH's

- **Turn on printing**-Click Run Configuration (lightning bolt icon)→Click on Print tab at top→select All Samples→change Report Name to “Downtime” (dropdown menu at bottom) Leave Report layout to “A”→Click Green checkmark to save. This will print 2 copies of each result—one for us and one with reference ranges printed for the floors
- **Manually Programming Samples:**
 - Click on Patient Bed icon (bottom left)
 - Click on “Add sample request” Bed with “+” sign icon (top of screen)
 - Check box for test(s) to run
 - Fill in highlighted areas (all demographics **Full name, MRN in patient ID field, DOB, location in comments box, gender**) important for correct reference ranges to print
 - Click bed with “+” sign to add another request
 - On LH analyzer screen type in the ID and run sample in secondary mode
 - Review results and fax copy with reference ranges printed

Recovery- LH's

- **Turn off printing**-Click Run Configuration (lightning bolt icon)→Click on Print tab at top→select Specific Flags →change Report Name to “All Parameters” (dropdown menu at bottom) Leave Report layout to “A”→Click Green checkmark to save.
- **Resending Results:**
 - Click on Bed icon (bottom left)
 - At top of screen click on folders icon to open “Database/To Do List”
 - Click on Completed/All and look for downtime runs
 - Click on the tab box before each number to highlight line
 - Click on Results and Graphics icon to review results, if needed
 - Click on 2-computer icon at the top left corner to re-transmit results
 - **Note: Go to Cerner and verify results or modify results (enter manual diff results, morph etc), and document footnotes such as smear reviews, critical calls.**

Downtime- Top 300

- **Turn on printing**-Instrument→Log off user→Login as Administrator (SysAdmin,topdog) →Setup→Reports→Autoprint setup tab at top→Check Enable Autoprint box
- **Manually Programming Samples:**
 - Go to sample rack screen (S with triangle icon)
 - Double click top circle on far left sample rack to program
 - Enter Accn # in Sample ID field
 - Choose tests to run
 - Click Actions→Rack→Insert
 - Place rack, press Home
- Patient Demographics can be added after the rack has been loaded or handwrite patient demographics on each instrument printout (**Full name, MRN, DOB, Location**)
- **Use Downtime form**-handwrite patient result and demographics. FAX this form to the floors as it has reference ranges/critical values printed.

Recovery- Top 300

- **Turn off printing**-Instrument→Log off user→Login as Administrator (SysAdmin,topdog) →Setup→Reports→Autoprint setup tab at top→Uncheck Enable Autoprint box
- **Resending Results:**
 - Go to Sample Results Screen (piece of paper icon)
 - Filter by date/time of downtime
 - Review results prior to verifying
 - Click on far left of screen to place checkmark next to desired accn #'s.
 - Click the green V (validate) button
 - Reselect the far left column
 - Click the arrow to upload
 - Go to WCP to verify that results autoverified &/or manually result results that were not autoverified (criticals)
 - **Note:** Remember to check sample integrity and order HEMOL CHKC on any hemolyzed samples.
 - **Note:** Check PTT samples for clots when results <22 sec are obtained PRIOR to validating from the instrument. See Reporting Guide on side of instrument for more detail.

COAGULATION DOWNTIME PROCESS

St. Joseph Medical Center Tacoma, WA
 St. Francis Hospital Federal Way, WA

St. Clare Hospital Lakewood, WA
 St. Anthony Hospital Glg Harbor, WA

St. Elizabeth Hospital Enumclaw, WA
 PSC

PURPOSE

To provide instructions for the Coagulation Section operations during a Cerner LIS Downtime

BACKGROUND

When the Cerner LIS is down, the coagulation testing will continue, and manual methods will be used per work instructions.

SUPPORTING DOCUMENTS


R-PR-SPC0800
 R-PR-AD0802
 R-F-CG1530

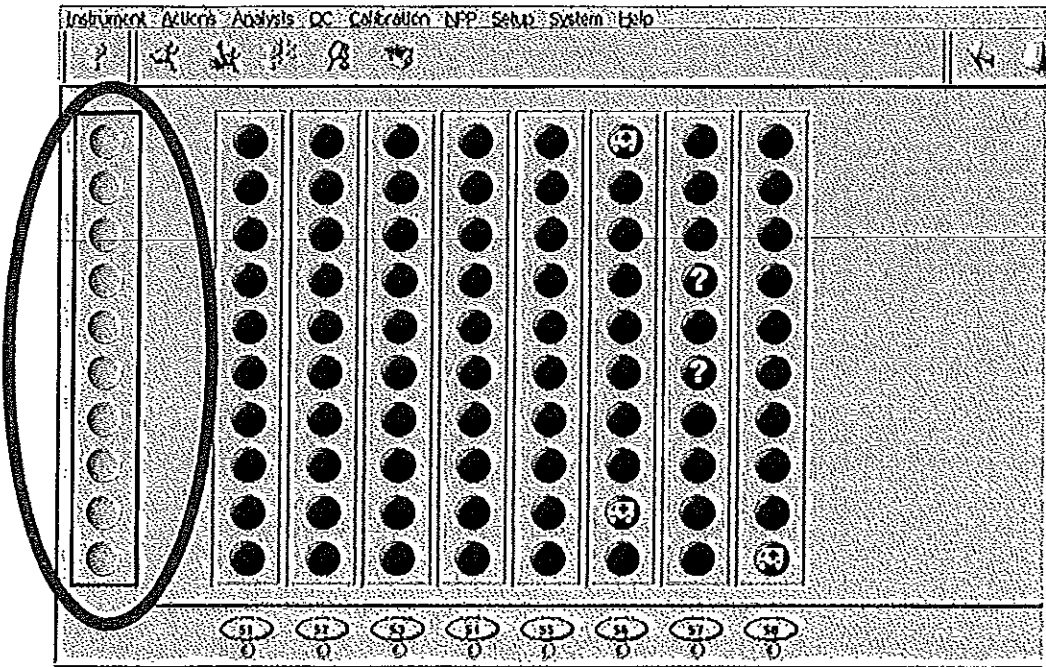
Cerner Downtime Decision Process
 Cerner Downtime Operations Process
 Coagulation Downtime Result Report Form



STEPS


The analyzer will be set to print one patient sample per page starting 1530 on August 2nd.

- i. Begin Manual Programming of Samples.
 - a. Load Samples into an appropriate rack.

- b. Single click or touch Select the Sample Area icon 
- c. Double-click a sample on the off line rack (located on the left side of the screen) to open the Rack Details screen.



- d. Enter the sample ID (**Note:** All specimens must have a downtime number for manual entry) in the Sample ID field.
(**Note:** For samples with Cerner barcodes place in rack and load on to analyzer but make sure the test is ordered on the analyzer if not follow steps f-g)
- e. Click the Stat check box if the sample is a STAT.
- f. Select the Add/Remove Tests icon  to open the Tests and Profiles dialog box.
- g. Program the appropriate tests by selecting the Test/Profile buttons.
- h. Select the Insert Rack Icon .
- i. Select any sample track and insert rack into the ACL TOP.



2. If the instrument is busy testing will automatically start. If testing has not started, select the Run icon  to start the analysis if the analyzer does not auto-run.

3. Reporting results




- a. Save sample report reconcile with downtime form.
- b. Reconcile patient results using the using the sample ID number and Rack ID number locate on the sample report versus the actual sample loaded on to the rack.
- c. Write results and patient information on downtime form labels and attach to the downtime form. Document critical calls if necessary with label on the downtime form.
- d. Place in the appropriate place to be faxed.
- e. Once the results have been faxed, retrieve the faxed downtime form and save for reconciliation with transmitted results.



Transmitting results

1. When Interface communication has been reestablished, filter results from the time downtime initiated until the current time.


- a. Select the sample list icon .
- b. Choose Filter .
- c. Choose Set Filter 1 tab.
- d. Select Enable filter by ordered date and time and select OK.

2. Sort sample list by validation Status and validate making note of criticals and linearity results to be documented or resulted.




- a. Verify that the scroll list is all the way to the top.
- b. Single click validation status  column header.
- c. Select all samples with no validation status .
- d. Validate the samples by selecting  from the toolbar.

NOTE: Be sure to select the **Validate** icon  from the **Toolbar** not the  at the top of the **Validation Status** column as it is only a column header.


3. Validate partial results.

- a. Double click the sample id number on partially validated samples  open the samples details portion of the screen.
- b. Select the test that needs to be validated by placing a check mark in the column next to the test.

Test Information										Patient Demographics			
SI	Tests	Date		V	C	I	U	U	Unit 1	Unit 2	Unit 3	Unit 4	
	Pb-C	08/17/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				328 mg/dL				
	PI-RP	08/17/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			13.1 s	1.11 DR			
	APIT-SS	08/17/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				37.4 s				

- c. Validate the samples by selecting  from the toolbar.
4. Although reconnectivity has been established it may be necessary to transmit results from the analyzer to the LIS.
 - a. If necessary filter the sample list for the desired time span.
 - i. Select the sample list icon .
 - ii. Choose Filter .
 - iii. Choose Set Filter 1 tab.
 - iv. Select Enable filter by ordered date and time and select OK.
5. Place a check mark in the column next to the sample id.

SYS-VAL-07-06-11 - [Sample List]				
SI	Sample ID		Date & Time	Status
	111111111111	<input type="checkbox"/>	07/30/2007 10:35:41	COMPLETED
	111111	<input type="checkbox"/>	07/30/2007 10:35:35	PENDING
	111111	<input type="checkbox"/>	07/30/2007 10:35:29	PENDING

6. Select the upload icon  from the toolbar to transmit results to the LIS.
7. Make sure that comments and Linearity are properly resulted. All critical and linearity results will hold in Cerner allowing for documentation.
8. Reconcile all results have been reported were transmitted and reported properly
9. Pull a WCP report and follow up on any result that are present.

Downtime- IRIS

Downtime: → Running Samples:

- Run samples in STAT mode tray and slide forward until you hear a soft click
- Press Stat key and No. twice
- Type in 5-digit accn on dotted line and press enter
- Press Start to run test
- Use EPIC/Cerner lab labels to identify each printout (Full name, MRN, DOB, Location).

Recovery: Resending Results:

- Click on Found List
- Click on Search (bottom right)
- Clear all information from the fields that is already there
- Filter by date/time of downtime
- Click ok
- Double click on desired accn # to bring up report
- Click on Re-Report
 - Individual Reports
 - Uncheck "Screen"
 - Check "LIS"
- **Note:** Results that do not require a microscopic/review will autoverify
- **Note:** Go to TSA to manually enter microscopic results

Recovery- IRIS

- **Resending Results:**

- Click on Found List
- Click on Search (bottom right)
- Clear all information from the fields that is already there
- Filter by date/time of downtime
- Click ok
- Double click on desired accn # to bring up report
- Click on Re-Report
 - Individual Reports
 - Uncheck "Screen"
 - Check "LIS"
- **Note:** Results that do not require a microscopic/review will autoverify
- **Note: Go to TSA to manually enter microscopic results**

Instructions for Rebooting the Javalin:

****Perform after power interruptions or when results are not crossing to LIS****

Front screen initially should be in **SResult** screen showing if Javalin is Running or Stopped. Green **Running** message should show if Javalin is working properly.
To Reboot or Shutdown

1. Touch **System Menu**
2. Select **Reboot PDI or Shutdown PDI**
3. It will say – Are you sure? Select **YES**
4. Wait several minutes until the POW and OS lights turns red then green at the back of the box
5. Check whether the LIS is working by clicking the **Check LIS** button on the Iris computer screen. It should say **OK** and the Date/Time.
 - a. If it says **DOWN**, go to Cerner function **ITM**.
 - b. Page down until you see **IRIS_SC**.
 - c. Enter **T (Terminate)**. It should now say Inactive.
 - d. PF3 or * out of ITM.
 - e. Go back into **ITM** and enter **A (Activate)**. Choose the line with the **IRIS_SC**. It should now say Active.
6. Check whether the LIS is working by clicking the **Check LIS** button on the Iris computer screen.

Downtime- Blood Bank

- Log transported (UST/USL) units on downtime logs
- Log units issued (DIS) on downtime log
- HANDWRITE the new EPIC MRN # on all Transfusion Records (chart copy) at dispense
- Log FFP thawed on downtime log and take a picture of the unit face label for modifying later in MOD

SECTION 4

Downtime LOGS & Forms

- FHS Downtime Manual Log-
 - Specimen Processing-Patient Order Log
 - STL (Specimen Transfer List)
 - Reference Lab Downtime Manual Log

- Blood Bank
 - Transfusion Service Downtime Manual Log
 - Downtime Issue Log
 - Downtime Inventory Receiving Log
 - Downtime Inventory Shipping Log

- Manual Report Forms
 - Report Forms – make copies add to printers for LH's, DXC 600, DXI, Access, IRIS
 - Hematology & UA Result Form
 - Hematology Misc. Result Form
 - Coagulation Result Form
 - Serology Result Form
 - Microbiology Result Forms
 - Priority Testing Result Form

DAY LOGS

SPECIMEN TRANSFER LIST (STL)

SPECIMEN DOWNTIME MANUAL LOG

TRANSFUSION SERVICE DOWNTIME MANUAL LOG

St. Clare Hospital Lakewood, WA
St. Francis Hospital Federal Way, WA
St. Joseph Medical Center Tacoma, WA
FMG Clinic Enumclaw, WA
FMG Clinic Gig Harbor, WA

FORM

DOCUMENT NUMBER
R-F-SPC-0804-00

Copy ID

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FHS Downtime Manual Log

Ordered in Cerner by Tech ID:

Date:

Downtime Acqn #	Patient Name	DOB or MPRN	Loc	Cerner Order Codes	Priority	Tech ID	Collection Date/Time	Doctor	Comments
1									
2									
3									
4									
5									

FHS Regional Lab
Specimen Transfer List (STL)

Sending Location: _____

Prepared Date/Time: _____

Receiving Location: _____

Prepared By: _____

Received Date/Time: _____

Received By: _____

	Patient Name	Accession Number	Tests Codes	Priority	# Tubes sent
1					
2					
3					
4					
5					
6					
7					
8					

LABORATORY HEALTH

Franciscan Health System

St. Clare Hospital Lakewood, WA
St. Francis Hospital Federal Way, WA
St. Joseph Medical Center Tacoma, WA
FMG Clinic Enumclaw, WA
FMG Clinic Gig Harbor, WA

FORM

DOCUMENT NUMBER
R-F-SPC-0805-00

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Reference Lab Downtime Manual RQW

TESTING LAB NAME:

DATE:

Downtime Acn #	Patient Name	DOB or MRN	Loc	Cerner Order Codes	Priority	Tech ID	Collection Date/Time	Doctor	Sample Storage Temperature
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									

CRITICAL PATH
INITIATIVE

Franciscan Health System

St. Anthony Hospital, Gig Harbor, WA
St. Clare Hospital Lakewood, WA
St. Francis Hospital Federal Way, WA
St. Joseph Medical Center Tacoma, WA

FORM

DOCUMENT NUMBER
J-F-TS1052-00

Copy ID
J

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TRANSFUSION SERVICE DOWNTIME MANUAL LOG

Date: _____

Ordered in Cerner by (Tech ID): _____

	Patient Name	DOB or M/RN	Loc	Cerner Order Codes	Priority	Phleb ID	Collection Date/Time	Doctor	Comments/ Tubes Drawn
1.									
2.									
3.									
4.									
5.									

Franciscan Health System

St. Clare Hospital Lakewood, WA
St. Francis Hospital Federal Way, WA
St. Joseph Medical Center Tacoma, WA
FMG Clinic Enumclaw, WA
FMG Clinic Gig Harbor, WA

FORM

DOCUMENT NUMBER
R-F-TS1036-01

Copy ID

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DOWNTIME ISSUE LOG

date	PATIENT NAME	MRN	L O C	PROD	UNIT NUMBER	EXP	ISSUED			RETURNED			COMMENTS		
							Issued to	date	time	tech	Visual ok?	date		time	tech

FRENCH HEALTH SERVICES
 Franciscan Health System
 St. Anthony Hospital Gig Harbor, WA
 St. Clare Hospital Lakewood, WA
 St. Francis Hospital Federal Way, WA
 St. Joseph Medical Center Tacoma, WA

FORM

DOCUMENT NUMBER
 R-F-TS1034-01

Copy ID

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DOWNTIME INVENTORY RECEIVING LOG

DATE/TIME	UNIT NUMBER	ABO/RH	EXP DATE	Component	Rec'd from	COMMENTS	Tech ID

St. Joseph Medical Center Transfusion Service
 1717 South J Street, Tacoma, Wa 98405
 (253) 426-6374

RECEIVED FROM: Shipping conditions were found appropriate for the component. Each unit was inspected when received and found to be satisfactory in color and appearance.
 Tech ID / Date

MANUAL REPORT FORMS

- **HEMOTOLOGY AND UA DOWNTIME REPORT FORM**
- **HEMOTOLOGY MISC DOWNTIME REPORT FORM**
- **COAGULATION DOWNTIME RESULT FORM**
- **SEROLOGY MANUAL REPORT**
- **MICROBIOLOGY MANUAL DOWNTIME REPORT FORM**

Franciscan Health System

Downtime Report Laboratory				Faxed
Collection Date	Collection Time	Patient Location	Lab Accession#	STAR Label nr Patient Name MRN/ DOB

R-F-AD0600-00

Dxc

Downtime Report Laboratory				Faxed
Collection Date	Collection Time	Patient Location	Lab Accession#	Patient Name
				MRN/ DOB or STAR Label

R-F-AD0589-00

Access/DXI

Downtime Report Laboratory				Faxed
Collection Date	Collection Time	Patient Location	Lab Accession#	STAR Label or Patient Name MRN/ DOB

R-F-AD0590-00

LH

Microscopic Y or N

RBC/hpf	0-2	3-5	6-10	11-25	26-50	TNTC		Budding Yeast	None	Present				
WBC/hpf	0-4	5-10	11-25	26-50	TNTC			Hyphae Yeast	None	Present				
Bacteria	None	Few	1+	2+	3+	4+		Mucous	None	Present				
Sq -Epi/hpf	0-4	5-8	9-15	16-30	TNTC			Sperm	None	Present				
Trans- itional/hpf	None	1-5	6-10	11-25	26-50	TNTC		Trich	None	Present				
Renal/hpf	None	1-5	6-10	11-25	26-50	TNTC		Cast/LPF Type	None	0-2	3-5	6-10	11-20	>20
Other								Crystals /HPF Type	1+	2+	3+	4+		
								Amorph	None	Present				
Tech ID:								Culture Y N						

Downtime Report Laboratory				Faxed	
Collection Date	Collection Time	Patient Location	Lab Accession#	STAR Label or Patient Name MRN/ DOB	

<small>CATHOLIC HEALTH INITIATIVES</small> Franciscan Health System St. Clare Hospital Lakewood, WA St. Francis Hospital Federal Way, WA St. Joseph Medical Center Tacoma, WA FMG Clinic Enumclaw, WA FMG Clinic Gig Harbor, WA	<h1>FORM</h1>	DOCUMENT NUMBER R-F-HEM0500-01
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HEMATOLOGY AND UA LAB DOWNTIME REPORT FORM		

CBC/MANUAL DIFF	Results	URINALYSIS	Results	MISC. TESTS	Results
WBC: K/mcl		Test Order:		SED: mm/hr	
RBC: M/uL		GLUCOSE:		FFN:	
HGB: g/dL		PROTEIN:		LAP:	
HCT: %		BILIRUBIN		MALARIA:	
MCV: fL		UROBIL.:		KETONE Serum/Urine	
MCH: pg		PH:		FERN:	
MCHC:g/dL		BLOOD:		URINE EOS:	
RDW: %		KETONE:		MYO:	
PLT: K/mcL		NITRITE:		FECAL PH:	
MPV: fL		LEUK:		FECAL RED:	
		CLARITY:			
DIFFERENTIAL		SP.GRAV:			
%Neut.		COLOR:		RETIC COUNT	
%Band				Auto or Man? A / M	
%Lymph		MICRO. IND? Y / N		HCT: %	
%Mono		RBC U: /hpf		Retic-Raw:	
%Eos		WBC U: /hpf		Mat.Time:	
%Baso		BACT:		Corr. Retic: %	
%At.Lym.		SQ EPI: /hpf		RPI:	
%Other		MUCOUS:			
NRBC:		YEAST:			
CORR.WBC:		SPERM:		HCG: SERUM/URINE (circle one)	
MORPHOLOGY		TRICH:			
Plt Est		HYAL: /lpf		A1C: %	
RBC morph		GRAN: /lpf		Gluc Mean: mg/dL	
Other		Cast-Other: /lpf		Comment:	
		Other:			
		C&S IND? Y/N			

Collection Date	Collection Time	Pt location	ACCN #	

<small>CATHOLIC HEALTH INITIATIVES</small> Franciscan Health System St. Clare Hospital Lakewood, WA St. Francis Hospital Federal Way, WA St. Joseph Medical Center Tacoma, WA FMG Clinic Enumclaw, WA FMG Clinic Gig Harbor, WA	<h1>FORM</h1>	DOCUMENT NUMBER R-F-HEM0501-01
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HEMATOLOGY MISC DOWNTIME REPORT FORM		

BODY FLUIDS-CSF	UNITS	BODY FLUID DIFF (All fluids)	UNITS
Tube #: _____		Polys: _____	%
CSF RBC Count: _____	/uL.	Lymphs: _____	%
RBC crenation: _____	%	Mono: _____	%
CSF WBC Count: _____	/uL.	Meso: _____	%
Total Volume: _____	mL.	Other: _____	%
Color: _____		Comments: _____	
Appearance: _____		SEMEN ANALYSIS/POST VAS	
Xanthochromia: _____		Semen or post-vas? _____	
BODY FLUIDS-SYNOVIAL		Liquefaction time: _____	
RBC Count SY: _____	/uL.	Volume: _____	mL.
WBC Count SY: _____	/uL.	Viscosity: _____	
Total Volume: _____	mL.	PH: _____	
Color: _____		%Motility: _____	%
Appearance: _____		Semen Count: _____	million
Viscosity: _____		Semen Morphology: To Follow	
PH: _____		Comments: _____	
Crystals-Gout: _____			
Crystals-Pseudo-gout: _____			
BODY FLUIDS - OTHER			
Fluid Type: _____	/uL.	Fern Test: _____	
RBC Count: _____	/uL.	Fetal Fibronectin: _____	
WBC Count: _____	mL.		
Total Volume: _____			
Color: _____			
Appearance: _____			
Specific Gravity: _____			
PH: _____			
TECH ID: _____			

Comments:

Collection Date	Collection Time	Pt location	ACCN #

COAGULATION DOWNTIME RESULT FORM DRAFT

- St. Joseph Medical Center Tacoma, WA
 St. Clare Hospital Lakewood, WA
 St. Elizabeth Hospital Enumclaw, WA
 St. Francis Hospital Federal Way, WA
 St. Anthony Hospital Gig Harbor, WA
 PSC

Test	Normal Reference Range	Critical Value	Patient Result	Units
Protime (seconds)	PT Normal Range: 9.3-12.2	>5.0 INR	PT:	Seconds
	Recommended Therapeutic Range for Oral Anticoagulant Therapy INR Venous thrombosis/Pulmonary Emboli 2.0-3.0 Atrial Fibrillation 2.0-3.0 Myocardial Infarction 2.0-3.0 Recurrent Systemic Emboli 2.0-3.0 Mechanical Prosthetic Heart Valve 2.5-3.5		INR:	
PTT (Seconds)	PTT Normal range: 26-36 seconds (Non-Heparin)	>60 sec		Seconds
Fibrinogen (mg/dl)	Fib Normal range: 180-402 mg/dl	<50 mg/dl		mg/dL
D-Dimer (ng/mL D-DU)	D-Dimer Normal range: 150-243 ng/mL D-DU NOTE: negative cutoff: 234 ng/ml D-DU In studies of patients with low pre-test probability for DVT or PE, using a cut-off value of 230 ng/mL D-DU, the Negative Predictive Value (NPV) and Sensitivity of HemosIL D-Dimer HS were nearly 100% for both DVT and PE.			ng/mL
TT (seconds)	Normal range: 11-15 seconds			Seconds
Heparin Assay UFH	Therapeutic Range: 0.30-0.70 IU/ml	> 1.00 IU/mL		Seconds
Heparin Assay LMWH	Therapeutic Range: 0.50-1.20 IU/ml	> 1.69 IU/mL		IU/mL
TECH ID:				IU/mL
Comments				
Collection Date	Collection Time	Pt location	ACCN #	Race WFNW DOB or STAR Label

<small>CATHOLIC HEALTH INITIATIVES</small> Franciscan Health System St. Clare Hospital Lakewood, WA St. Francis Hospital Federal Way, WA St. Joseph Medical Center Tacoma, WA FMG Clinic Enumclaw, WA FMG Clinic Gig Harbor, WA	<h1>FORM</h1>	DOCUMENT NUMBER C,F W-MB 2304-01
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MICROBIOLOGY MANUAL DOWNTIME REPORT FORM		

PATIENT NAME: _____ ACCN: _____

SPECIMEN SOURCE: _____ DATE/TIME COLL: _____

TEST	RESULT (CIRCLE RESULT)
RAPID STREP A SCREEN	NEGATIVE / POSITIVE
INFLUENZA ANTIGEN	NEGATIVE/ POS FOR INFLU A/ POS FOR INFLU B
TRICHOMONAS EXAM	NEGATIVE/ POSITIVE
OCCULT BLOOD	NEGATIVE/ POSITIVE
FECAL LEUKOCYTES	NONE SEEN / PRESENT (few, moderate, numerous)
GRAM STAIN (genital sources)	(Circle all that apply)
WBC	None/ Rare/ Few / Moderate / Numerous
RBC	None/ Rare/ Few / Moderate / Numerous
EPITHELIAL CELLS	None/ Rare/ Few / Moderate / Numerous
GRAM POSITIVE RODS (resembling Lactobacillus sp.)	None/ Rare/ Few / Moderate / Numerous
GRAM POSITIVE COCCI	None/ Rare/ Few / Moderate / Numerous pairs/ chains/ clusters
GRAM NEGATIVE RODS	None/ Rare/ Few / Moderate / Numerous Resembling Gardnerella sp. / curved rods
GRAM NEGATIVE COCCI	None/ Rare/ Few / Moderate / Numerous Intracellular / Extracellular
YEAST	None/ Rare/ Few / Moderate / Numerous
OTHER ORGANISMS PRESENT	
CLUE CELLS	PRESENT / ABSENT
YEAST	None/ Rare/ Few / Moderate/ Numerous
IMPRESSION	
RESULTED BY:	DATE/TIME:

Collection Date	Collection Time	Pt location	ACCN #	Name
				NEW COS
				or STAR Label

† CATHOLIC HEALTH INITIATIVES Franciscan Health System St. Clare Hospital Lakewood, WA St. Francis Hospital Federal Way, WA St. Joseph Medical Center Tacoma, WA FMG Clinic Enumclaw, WA FMG Clinic Gig Harbor, WA	FORM	DOCUMENT NUMBER C,F W-MB 2304-01
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MICROBIOLOGY MANUAL DOWNTIME REPORT FORM		
RESULT CALLED TO:		TIME/TECH ID

PATIENT NAME: _____ ACCN: _____

SPECIMEN SOURCE: _____ DATE/TIME COLL: _____

GRAM STAIN (sources other than genital)	(Circle all that apply)
WBC	None/ Rare/ Few / Moderate/ Numerous
RBC	None/ Rare/ Few / Moderate/ Numerous
EPITHELIAL CELLS	None/ Rare/ Few / Moderate/ Numerous
GRAM POSITIVE COCCI	None/ Rare/ Few / Moderate/ Numerous pairs/ chains / clusters
GRAM NEGATIVE RODS	None/ Rare/ Few / Moderate/ Numerous
GRAM POSITIVE RODS	None/ Rare/ Few / Moderate/ Numerous
GRAM NEGATIVE COCCI	None/ Rare/ Few / Moderate/ Numerous intracellular/ extracellular
YEAST	None/ Rare/ Few / Moderate/ Numerous
OTHER ORGANISMS PRESENT	
IMPRESSION	
RESULTED BY:	DATE/TIME:
RESULTS CALLED TO:	TIME / TECH ID

Collection Date	Collection Time	Pt location	ACCN #	Name
				NEW DOB
				or OTHER Label

<small>† CATHOLIC HEALTH INITIATIVES</small> Franciscan Health System St. Clare Hospital Lakewood, WA St. Francis Hospital Federal Way, WA St. Joseph Medical Center Tacoma, WA FMG Clinic Enumclaw, WA FMG Clinic Gig Harbor, WA	FORM	DOCUMENT NUMBER J-F-CH5046-00
		Copy ID J1
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PRIORITY TESTING REPORT FORM		

ANALYTE	PATIENT RESULT	ADULT REFERENCE RANGE	ADULT CRITICAL VALUE
GEM Premier			
pH		7.30-7.45	
Na ++ (mmol/L)		135-153	< 120, > 155
K+ (mmol/L)		3.5-5.3	<3.0, > 6.0
Cl (mmol/L)		98-109	
CA ++ (mmol/L) Ionized		1.11-1.33	<0.88, > 1.52
Hct %		38-49	<22, >65
Glucose (mg/dL)		65-99	<50, >450
Lactic Acid (mmol/L)		0.5-2.0	> 4.0
Total Hemoglobin (g/dL)		13.1-16.5	< 7, > 22
Total CO2 (derived value)		22-32	<10, > 45
iSTAT Creatinine		Male: 0.7-1.5 Female: 0.6-1.2	

Tech ID: _____

Comments:

Collection Date	Collection Time	Pt location	ACCN #	Name
				MRN DOB
				or iSTAT Label

SECTION 5

One Care- EPIC (FHS Hospital System)

- Downtime Procedure Manual
 - Purpose/Summary/Definitions
 - Required Patient Information
 - Downtime Kits
- Downtime Policy
- Downtime Checklist
- Downtime Procedures – EPIC
 - Regular Workflow
 - Procedure / Tasks – ALL
- Downtime Devices In Your Area
- Important Phone / Fax Numbers
- EPIC BCA Reports / Printing
- Recovery Procedures
- Computer Systems Are Down
 - (Sheets to place on computers to prevent staff use)



Epic | *Advancing patient care through information*

Downtime Procedure Manual

Franciscan Health System – Laboratory Department

Working Draft 7-15-2013

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Background Information

Purpose

To define a process and computer functions that are required to maintain patient care activities during a downtime and the required manual and computer functions associated with the downtime recovery process. The following general information sets the parameters for how all staff should expect information to be handled during a downtime situation.

Staff will follow defined procedures for downtime notification, ADT reconciliation, and clinical documentation when Epic is unavailable due to scheduled and unscheduled downtime.

All Laboratory Department staff will be familiar with the downtime kits. The downtime kits contain all relevant paperwork to be used in the event of an Epic downtime.

Summary

- This document addresses only Laboratory procedures. For other departments please view other departmental policies.
- Describes the procedures that providers and clinic staff should follow when there is an interruption to clinic operations due to a power outage, "down" system, or other technical interference.
- Laboratory Clinics should determine the specific downtime level based on the sub-workflows listed below, and follow the action and recovery portions of the scenario until the downtime is over and the recovery process is completed.
- This workflow does not address downtime due to catastrophic events.
- Hospital wide communications protocols are outlined in the FHS Downtime Communications Protocol.

Definitions

ADT: Admission, Discharge, Transfer.

BCA: Business Continuity Access.

CS: Central supply.

CSN: Contact Serial Number.

Downtime: Refers to a time when a computer system is not functional. The level of the downtime determines what and how much information is processed manually. A Level 1 (see below) Downtime should be assumed until it is announced otherwise.

Epic: Electronic repository for clinical patient information.

Epic BCA web: When access to Epic Hyperspace (citrix) is down, but the network LAN is still available, BCA Web is an application that can be opened from any workstation and gives access to standard downtime reports (the same ones available on BCA workstations). It is NOT read-only access to Epic.

Epic BCA (downtime) workstations: A dedicated Epic workstation that is on a secure electrical network (emergency power/appropriate ID) that contains periodically updated Epic patient reports. It must be attached directly to a printer (not networked) that is also powered by an emergency power source.

Failover: A primary server has failed and the secondary servers have automatically started.

- Staff will have momentary interruption of the connection to Epic.
- Staff will be able to re-log on to Epic and continue usual activity.

Primary and Secondary Server Failure is defined as both the primary and secondary servers have failed.

FESC: Franciscan Education and Service Center.

FMG: Franciscan Medical Group.

FPPC: Franciscan Patient Placement Center.

HIPAA: Health Insurance Portability and Accountability Act.

HOD: Hospital Outpatient Department.

HUC: Hospital unit clerks.

Interface Down: Data communication between two interfaced systems is not functional (can be either multi-directional or single direction).

LAN: Local area network.

Definitions

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LAN: Local area network.

Required Patient Information

ALL PATIENTS

Element	Required information	Instructions
MRN/CSN	Downtime MRN and CSN	Populate on the Laboratory Request Form
Order Priority	STAT, ASAP, AM, ROUTINE or TIMED STUDY	Populate on the Laboratory Request Form
Collection information (inside the unit)	Date to be Collected, Time to be Drawn, Form Completed, Date Time, Requesting Physician	Populate on the Laboratory Request Form
Call/Fax information	Phone or Fax Number for results	Populate on the Laboratory Request Form
Collection Information (by Lab staff)	Collection Date, Time, Collected By	Populate on the Laboratory Request Form
Location information	Facility, Unit and Room Number	
Requesting Physician	Physician's name	

Downtime Kits

Each Laboratory Service area will have and maintain an Epic Downtime Kit. The downtime kit should contain the following:

- Downtime policy/procedure documentation,
- A full set of specimen labels, with preprinted Cerner Accession #s,
- Downtime checklist,
- The following blank forms and other information should be in the downtime kit:
 - Lab Request Form
 - Day Log
 - Downtime Request Form
 - Specimen Log
- The manager/supervisor of each area is responsible for ensuring that the Downtime Kits are maintained, updated, and have adequate supplies of downtime paper tools.

Downtime Policy

Policy:

All personnel interacting with the Epic system shall utilize the appropriate downtime procedures during all downtime situations. Below follows what to do given a particular downtime scenario. All of the scenarios below assume Cerner Classic Lab is up and running.

Planned Downtimes:

- Planned downtime will occur when FHS has advance notice regarding downtime due to maintenance.
- Planned downtime will be communicated in advance and include the estimated length of downtime, the expected impact, and the available tools to access Epic.
- Planned downtime with less than 24 hours notice will be treated as an unplanned downtime.

Documentation and Recovery:

- All downtime documentation shall be placed on the patient's chart and remain with the patient chart until patient discharge.
- A copy of the CCU record for all patients will be maintained by CCU services for data recovery and the original record will accompany the patient.

Data Recovery:

- All downtime documentation will be recovered and entered into the Electronic Medical Record as outlined in the recovery procedure.
- All downtime documentation will be sent to HIM after discharge to be scanned into the record.
- Data recovery will begin as soon as the system is available for data entry. For departments that are not open at the time the system is restored, entry will occur the next business day.
- Data recovery may be done by another care provider.

Communications:

1. The House Supervisor/House Resource Nurse will be responsible for authorizing and implementing downtime procedures.

2. Activation of IT downtime procedures will be communicated using a text/e-mail announcement and an overhead announcement at SJMC, and SFH. SCH, SAH, and SHE will utilize Vocera to provide additional notification when needed.
3. Regular briefings may be established at the discretion of the House Supervisor/House Resource Nurse/Incident Commander.
4. The House Supervisor/House Resource Nurse will coordinate with the IT liaison and IT infrastructure teams.
5. A Live Process event will be established for coordination and communication during IT outages.
6. In coordination with the IT team, the House Supervisor/House Resource Nurse/Incident Commander will notify Patient Access, ED, FBC, and Pharmacy when ADT recovery may begin.
7. An overhead and text announcement will be made when the system is available for recovery and general use.
8. Signage is available in the downtime kits to post in the department during downtime.

Downtime Scenarios:

Scenario 1: Networks is up, Epic is down and SRO is available

- Staff should log into the SRO environment and use the read-only mode of Epic to view relevant patient information.
 - Staff log into the SRO environment using their existing Epic Hyperspace user name and password. Staff use the read-only mode of Epic to view relevant patient information.
 - For any admission, the patient's paper forms will need to come with the patient to the unit.

Scenario 2: Network is unavailable

- From their workstations, staff should log into the Downtime Workstations. From there, staff can print Downtime Reports.
 - Staff can find information on how to login and navigate the downtime workstation within the Epic downtime kit.

* If your Downtime Workstation is not functioning properly, you can also access the Downtime Reports via BCA web. BCA web can be accessed using the following link <https://bcawebp.catholichealth.net/bcaweb/login.aspx>. It is also listed as a quick link.

Scenario 3: Interfaces are down, Epic functioning normally, and the LAN is still up

- Staff should process lab and radiology orders and results manually.

- Staff should use lab and radiology paper forms (lab requisition, radiology order form).
- Staff should follow the downtime procedures for processing of all radiology and lab orders and results.
- Staff should put forms and results in patient's paper chart.
- Staff need to ensure that patient MRNs are replicated between Epic and lab or radiology systems.

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Scenario 4: Printing and/or faxing services are unavailable:

If printing is not working:

- Inpatient unit staff retrieve the Epic downtime kit to retrieve paper forms. Staff use paper forms to record downtime events and create orders.
- If the case is urgent, staff place the order by phone to the appropriate department.
- Staff make a copy of the order and place in the patient's paper chart.
- Staff give the patient a copy of the order to bring with them to the appropriate department.

If faxing is not working:

- If the case is urgent, staff place the order by phone to the appropriate department.
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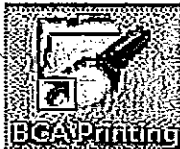

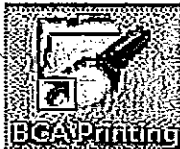

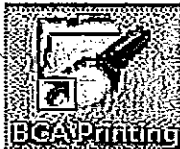
Scenario 5: Cerner down

Follow Cerner downtime procedures.

System Recovery, when Epic comes back up:

Follow recovery procedures. Once Lab orders and results have been recovered in Cerner they will automatically go to Epic via interfaces.

Downtime Checklist

<input type="checkbox"/>	Communicate that downtime procedures are in effect to all staff.									
<input type="checkbox"/>	Identify your Downtime Kit (red binder labeled "Epic Downtime" should be stored next to the Downtime Workstation).									
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<input type="checkbox"/>	Once system is back up notify staff to return to normal operations
<input type="checkbox"/>	Send any documentation for scanning to HIM/Medical Records

If you can't access Epic the way you normally do.

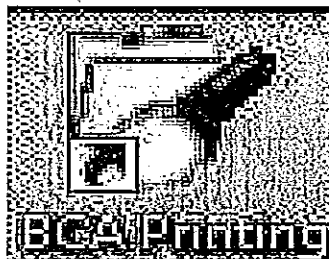
In a downtime situation, you should receive communication regarding the method to access information from Epic. If you are waiting and/or unsure about what method you should use to access information from Epic, you can use the following steps.

1. Identify your Downtime Kit to retrieve paper forms. This is the red binder labeled "Epic Downtime". It should be stored next to your Downtime Workstation.
2. Log into the Shadow Read-Only (SRO) environment (using your Epic Hyperspace user name and password). It may take a moment for the icon to be enabled.



If this does not work, proceed to the next step.

3. Log into the BCA Workstation (access using your Epic Hyperspace user name and password).

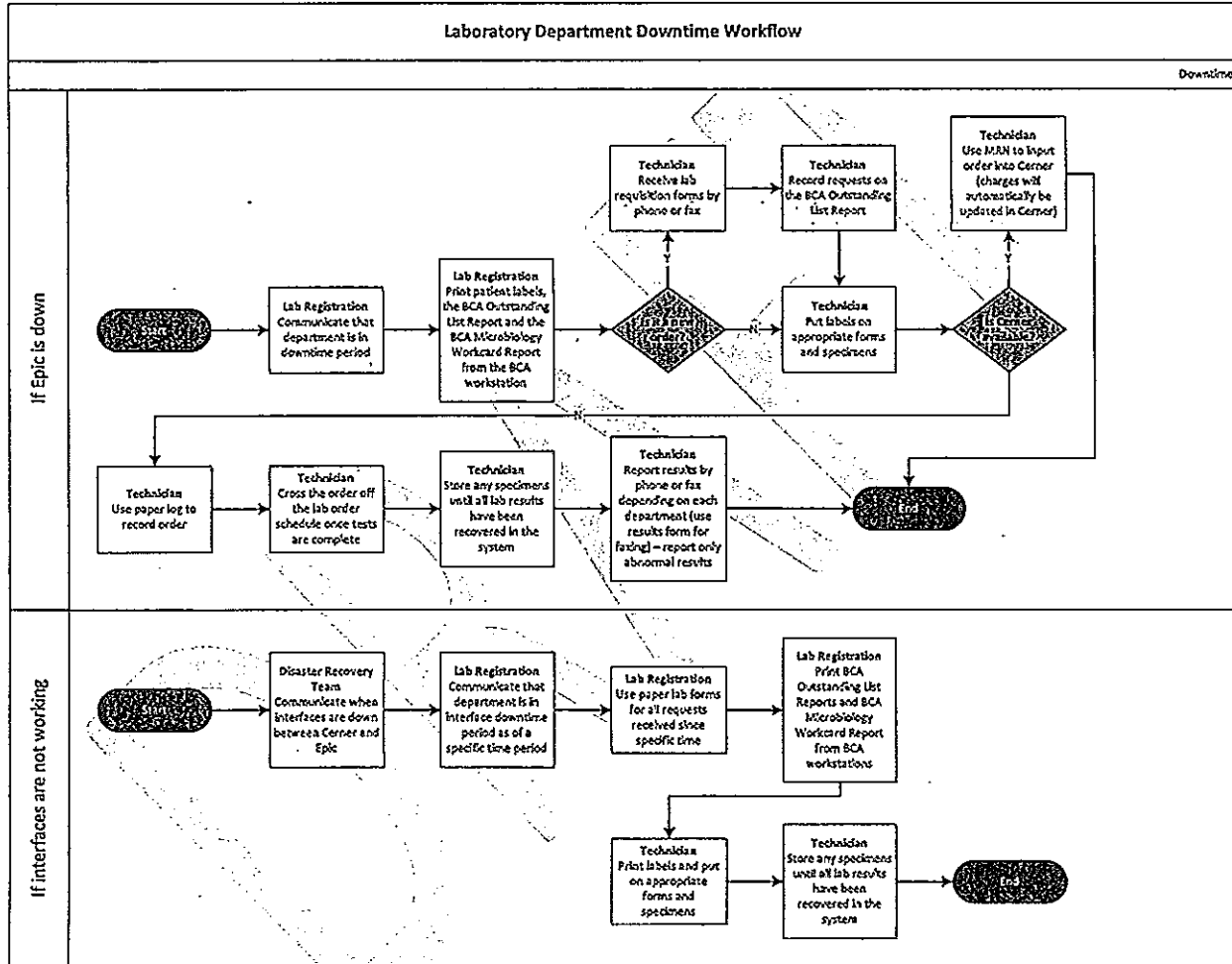


This will allow you to print all Downtime Reports.

4. Record all downtime events using paper forms and keep all forms until the system has recovered and all information is recovered into Epic.

Downtime Procedures – Epic

Regular Workflow



Procedure / Tasks – ALL

Step	Detail	Responsible
If Epic is down	<ul style="list-style-type: none"> • Communicate downtime to all users in Lab department and immediately begin downtime procedures. • Print the BCA Reports (Outstanding List Report), patient labels and necessary forms from the BCA workstation. <p>Is it a new order?</p> <ul style="list-style-type: none"> • Yes: Technician receives lab request forms by phone or fax from departments. <ul style="list-style-type: none"> ○ Technician records request on the BCA Outstanding List Report. • No: Proceed to the next step. • Technician puts labels on appropriate forms and specimens. <p>Is Cerner available?</p> <ul style="list-style-type: none"> • Yes: Technician uses the MRN and CSN to input the order into Cerner. Charges will automatically be updated in Cerner. • No: Technician uses the paper log to record order. <ul style="list-style-type: none"> ○ Cross reference the orders off the lab order schedule, once tests are complete. ○ Store any specimens until all lab results have been recovered in the system. <p>Report results by phone or fax. Use the result form for faxing and report only abnormal results.</p>	<p>Lab Registration Technician</p>
If interfaces are not working	<ul style="list-style-type: none"> • House Supervisor/House Resource Nurse/Incident Commander communicates when interfaces are down between Cerner and Epic. • Lab Registration communicates that the department is in interface downtime period as of a specific time period. <ul style="list-style-type: none"> ○ Use paper lab forms for all requests received since the specific time. ○ Print BCA Outstanding List Report from Downtime workstations. • Technician puts labels on appropriate forms. • Technicians store any specimens until all lab results have been recovered in the system. 	<p>Disaster Recovery Team Lab Registration Technician</p>

Downtime Devices in your Area

Every Laboratory area has an allocated BCA workstation.

They are:

Hospital	BCA Workstation Device Name
St. Joseph Medical Center	NWJHLABDPC28 NWJHLABDPC78 NWJHLABDPC42 NWJHLABDPC71 NWJHLABDPC68 NWJHLABDPC103 NWJHLABDPC16 NWJHLABDPC02 NWJHLABDPC36
St. Francis Hospital	NWFHLABDPC02 NWFHLABDPC19 NWFHLABDPC15 NWFHLABDPC13
St. Clare Hospital	JTWLCLABD001 JTWLCLABD002 JTWLCLABD003 JTWLCLABD004 JTWLCLABD006 JTWLCLABD009 NWCHLABDPC16 NWCHLABDPC22
St. Anthony Hospital	NWAHLABDPC19

Information stored on each BCA workstation:

1. BCA Reports
2. Patient Label Word Template
3. Specimen Label Templates
4. Lab forms

Important Phone/Fax Numbers

Laboratory

LOCATION	PHONE#	FAX #
SAH	253-530-2050 option 6	253-130-2069 or 253-530-2069
SCH	253-985-6396 option 5	253-985-6964
SHE	360-802-8520	360-802-8521
SFH	253-944-7980 option 5	253-125-7940 or 253-944-7980
SJMC	253-426-6681	253-426-6642

Radiology

LOCATION	PHONE#	FAX #
SAH	253-530-2150 (after hours 253-530-2162)	253-520-2179
SCH	253-985-2889	253-985-8297
SFH	253-944-7566	253-944-7946
SEH	360-802-8570 (after hours 360-802-8577)	360-802-8589
SJMC	253-426-6621 or 253-127-5288	253-426-4750

Emergency Departments

LOCATION	PHONE#	FAX#
SAH	253-853-2050	253-530-212
SCH	253-985-6700	253-985-6588
SEH	360-802-8360	360-802-8359
SFH	253-944-7971	253-944-7922
SJMC	253-426-6963	253-426-6250

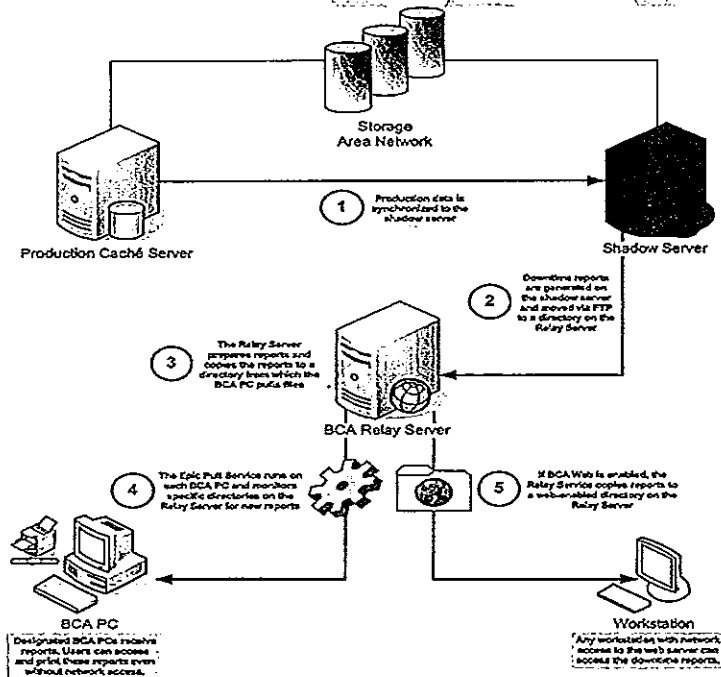
Epic BCA Reports

Access instructions

BCA workstation: Each clinic will have an Epic BCA workstation with an uninterrupted power source (UPS) or it will be connected to emergency power.


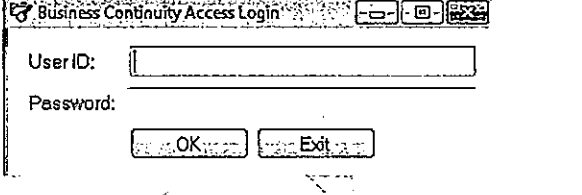
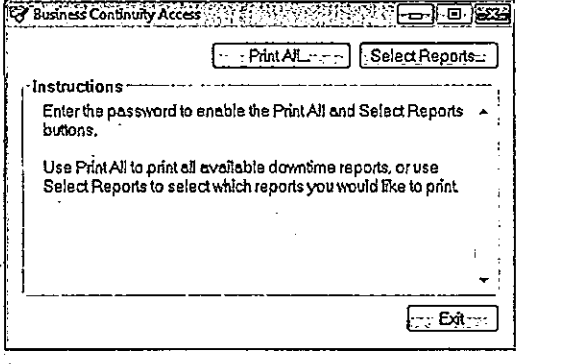
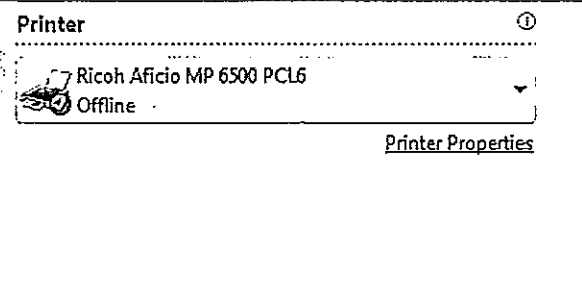
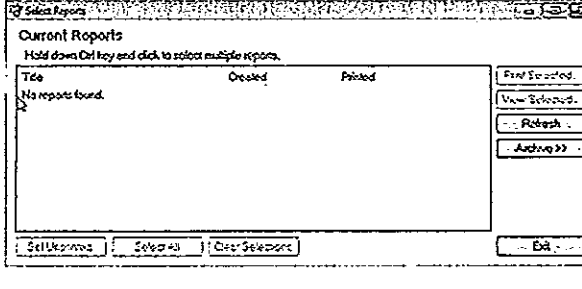
- A UPS provides emergency power when a power source fails, however the life span of a UPS is approximately 30 minutes.
- BCA devices will be connected to emergency power sources where possible. These are identified by a red plug and have no time limit.

It is important that staff recognize downtime scenarios and use the BCA workstations to print off necessary forms and reports as soon as possible. Each BCA workstation will be clearly labeled. The BCA workstation should never be shut off for any reason as reports are regularly sent directly to the workstation from the BCA Relay server. Users are reminded to log off their workstations (i.e. lunch, breaks, etc.) so that anyone can access the workstation in the event of downtime. Each Epic BCA workstation will have direct access to a printer for printing specific reports for Epic downtimes. The printer will be connected to the workstation via direct port such as USB and will be connected to an independent power source.



Epic Downtime Reports:

Print out all applicable downtime reports. All reports should have a copy that is immediately filed into the patient's paper record (if appropriate). If these reports have patient documentation initiated on them, they are considered patient permanent chart copies. Follow this procedure to access the BCA reports:

Instructions	Screenshot
<p>Log on to the BCA workstation. Use your domain login information for access to the workstation</p>	
<p>Double click the BCA Reports icon on the desktop</p>	
<p>For username/password enter in your Epic Hyperspace login information</p>	
<p>Once logged in, user will be able to select either Print All, or Select Reports</p>	
<p>All reports will be automatically sent to the printer. * Note the local printer should be the default.</p>	
<p>If you want to print individual reports, use Select Reports option and select the reports that you would like to print</p>	

List of available downtime reports

Laboratory uses one downtime reports: the BCA Outstanding List Report.

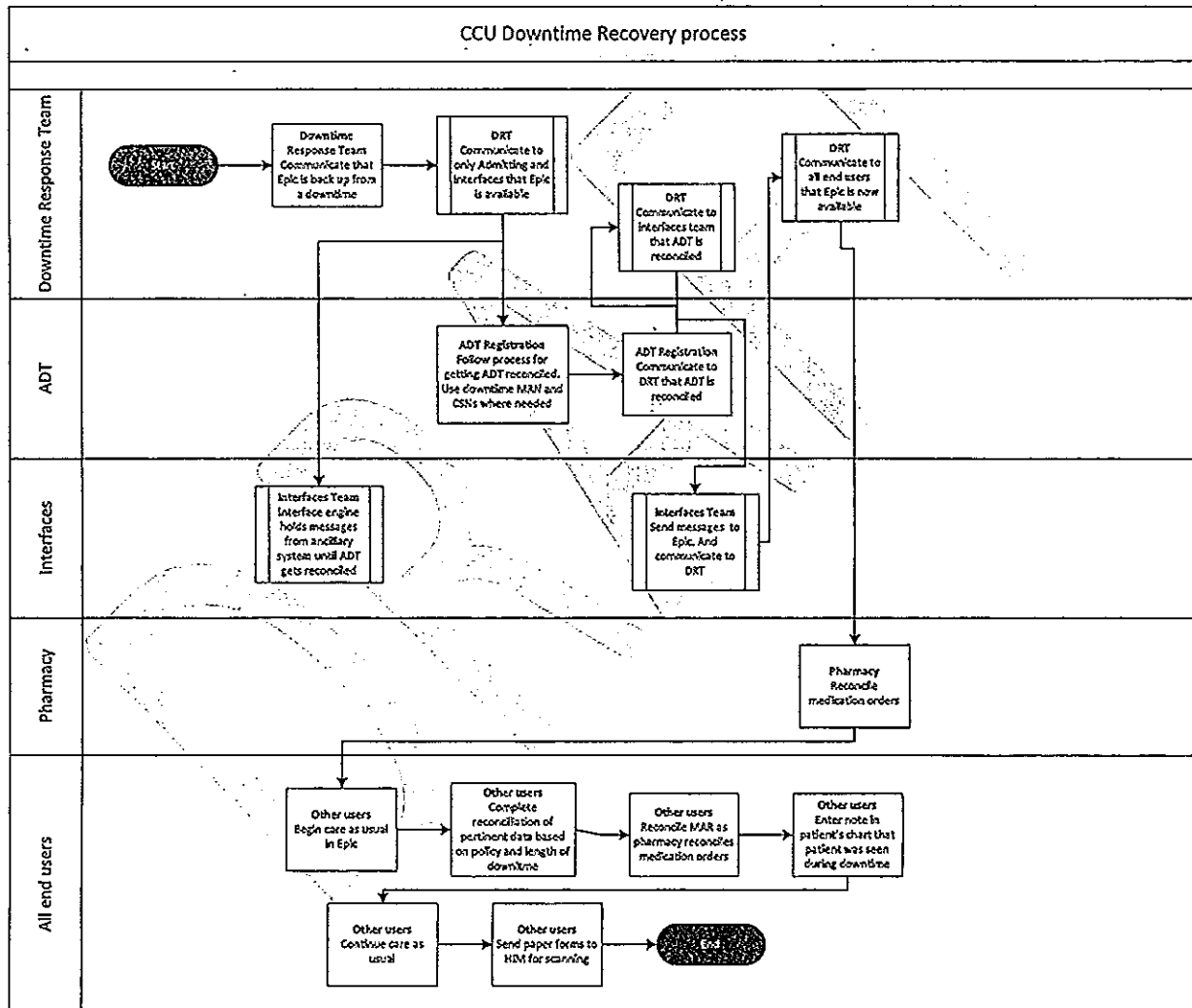
The BCA Outstanding List report: This report usually contains the specimen ID, test name, patient name, test to be performed, and other essential information that would be typically found on the Order Outstanding List, including patient name, test ordered and specimen ID.

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Recovery Procedure

Recovery Workflow

The following outlines the Epic Recovery Process for all users.



Recovery Procedure / Tasks – ALL

Step	Detail	Responsible
Downtime Response Team	<ul style="list-style-type: none"> Communicate that Epic is back up from a downtime. Coordinate data entry starting with ADT and pharmacy, followed by interfaces and then all other units. 	DRT
1. ADT 2. Pharmacy	<ul style="list-style-type: none"> Follow process for getting ADT and pharmacy reconciled. Apply downtime MRNs and CSNs into Epic. Communicate to DRT that ADT is reconciled. 	ADT Registration
3. Interfaces	<ul style="list-style-type: none"> Once ADT is reconciled, interface engine synchronises with Epic and communicate to DRT when complete. 	Interfaces Team
4. All end users	<ul style="list-style-type: none"> DRT communicates to all other users that Epic is back up. All other users complete reconciliation of pertinent data. Enter notes in patient's cart that "patient was seen during downtime". Once complete, send paper forms to HIM for scanning. 	Clinical Staff Registration Staff
5. HIM	<ul style="list-style-type: none"> Scan all paper forms into the system 	HIM Staff

Recovery Documentation

For any length of downtime, all information is recorded on paper forms and needs to be manually entered into Epic.

* In the event of a disaster procedure, the incident manager¹ will outline the level of documentation that needs to be recovered in the system.

Enter:

- When entering orders, use order mode of **“ordered during downtime”**.

Identifying Downtime Notes:

- Start all notes with *“documentation was done on paper on this date and this time due to Epic downtime.”*

Transcription:

- Physicians will be able to use existing transcription services outside of Epic such as Transcend and TNI assuming that they already have an existing account and they are available.

Downtime MRNs

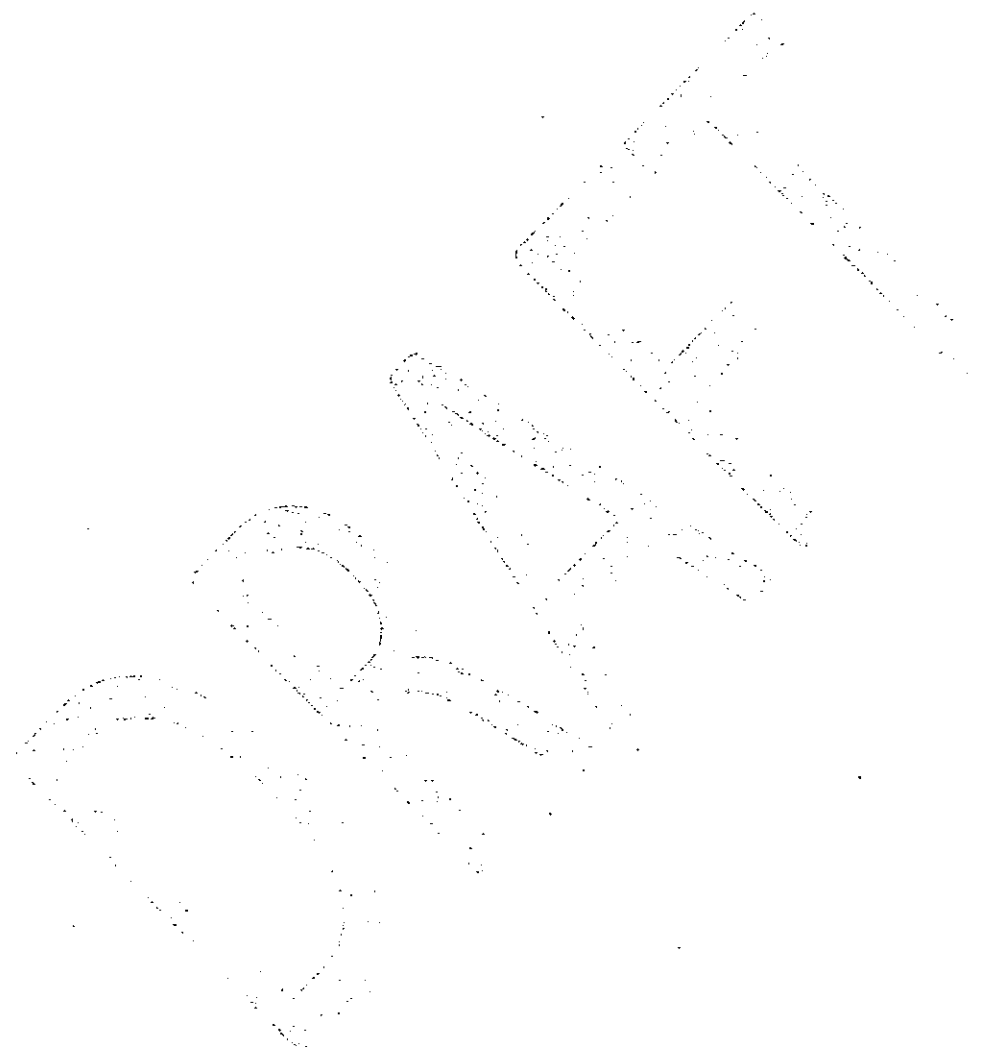
- Use immediately for all departments registering new patients.

¹ Incident Manager coordinates incident response through the CHI Business Resilience Team.


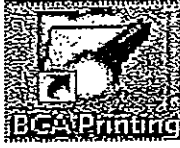

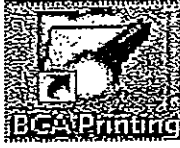

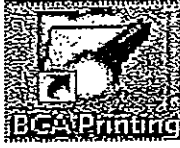
Responsibility for entering into Epic

Documentation	Entering User
Medication Administrations	Nurse
Vitals	
Intake/output	
Care plan	
Notes	
Discharge instructions	
Patient Assessment (include fall risk and braden scale)	
Blood Administration	
Vent Settings	Respiratory therapist
PT/OT/SLP/Aud Assessment	PT, OT, SLP, audiologist
PT/OT/SLP/Aud Progress Note	PT, OT, SLP, audiologist
Charges - (CCN or CRCE)	Unit coordinator or tech
Dietary Assessment	Dietician
Diet Physician Order	Nurse
Lab	Lab
Pharmacy	Pharmacy, Contrast mediums entered by Radiology
Radiology	Radiology

Med Reconciliation	Nurse
Orders (non pharm/rad/lab)	



Downtime Checklist

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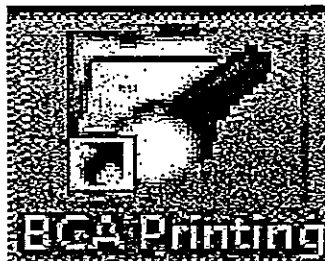
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This will allow you to print all Downtime Reports.

4. Record all downtime events using paper forms and keep all forms until the system has recovered and all information is recovered into Epic.

Computer Systems are down

- EPIC Shadow Read Only Available
- Use BCA Web to access EPIC
- Use downtime computer and devices for forms/etc
- Paper requisitions/forms