

PSC DOWNTIME

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| <input type="checkbox"/> St. Joseph Medical Center Tacoma, WA | <input type="checkbox"/> St. Clare Hospital Lakewood, WA | <input type="checkbox"/> St. Elizabeth Hospital Enumclaw, WA |
| <input type="checkbox"/> St. Francis Hospital Federal Way, WA | <input type="checkbox"/> St. Anthony Hospital Gig Harbor, WA | <input checked="" type="checkbox"/> PSC |

PURPOSE

To define the Patient Service Center (PSC) policy for management of patients and tests that may be ordered and processed during a downtime event.

BACKGROUND

Downtime may occur when the Lab Information System (Cerner), the hospital system (Epic), or IT data networks are not functioning. Staff will make decisions based on PSC downtime workflows

RELATED DOCUMENTS

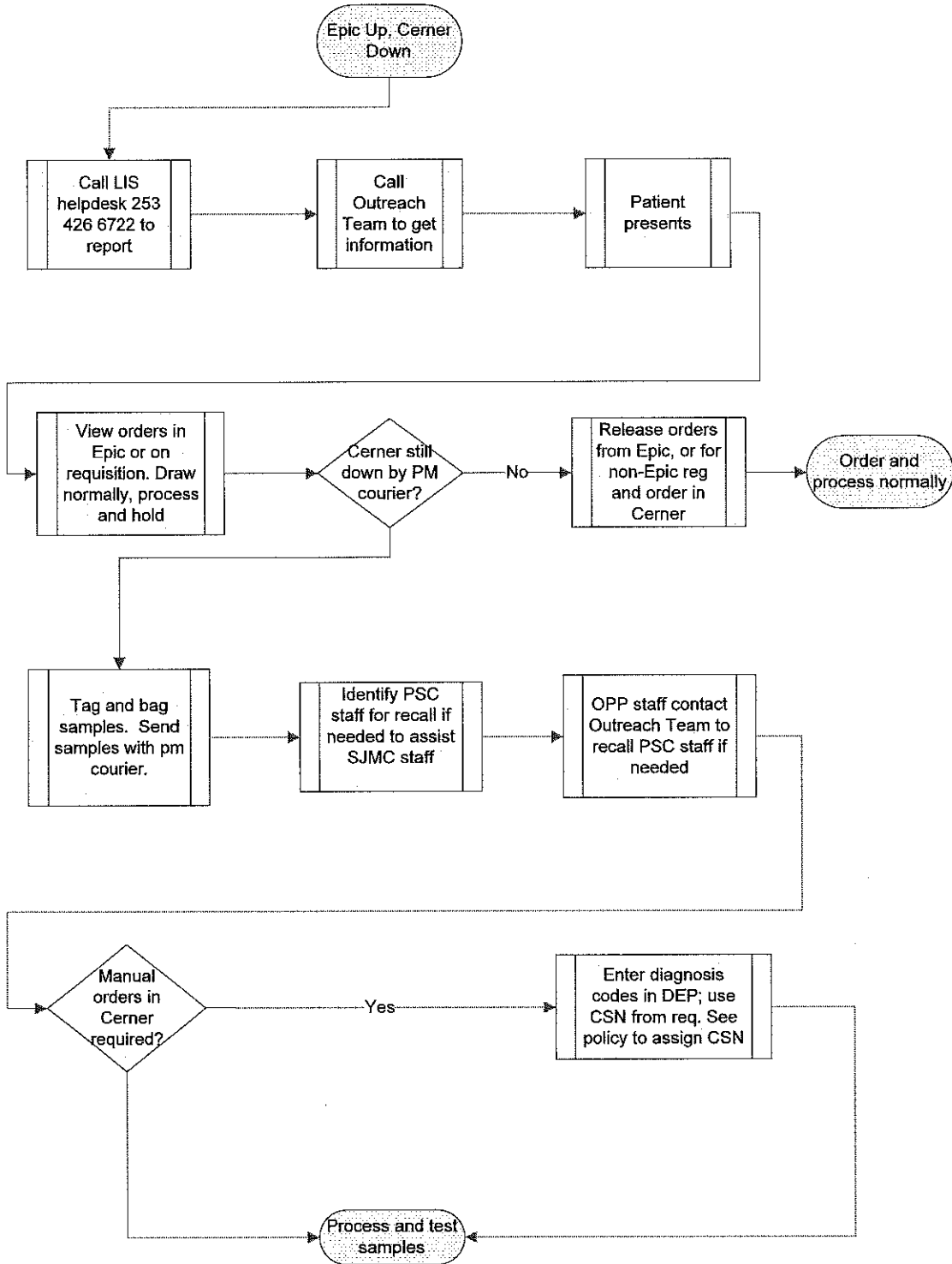
- PSC DOWNTIME PROCESS FLOWCHART CERNER DOWN ,EPIC UP R-PR-AD-1161-00
- PSC DOWNTIME PROCESS FLOWCHART EPIC DOWN, NETWORK UP, CERNER UP R-PR-AD-1162-00
- PSC DOWNTIME PROCESS FLOWCHART CERNER UP, NETWORK DOWN R-PR-AD-1163-00

KEY POINTS

1. All instances of downtime will be reported to the LIS helpdesk 253-426-6722 and the Outreach Team.
2. All patients will be served if possible as long as orders can be located. (i.e., manual requisition, phone call to provider, or Shadow Read-Only icon or BCA Epic computer)
3. If downtime lasts past the afternoon courier pickup, PSC staff will be designated for potential call back to assist main lab with registration, ordering, and processing.
4. If manual orders are placed in Cerner for patients of FHS Epic providers, diagnosis codes will be entered manually in DEP in addition to normal registration process in Cerner.

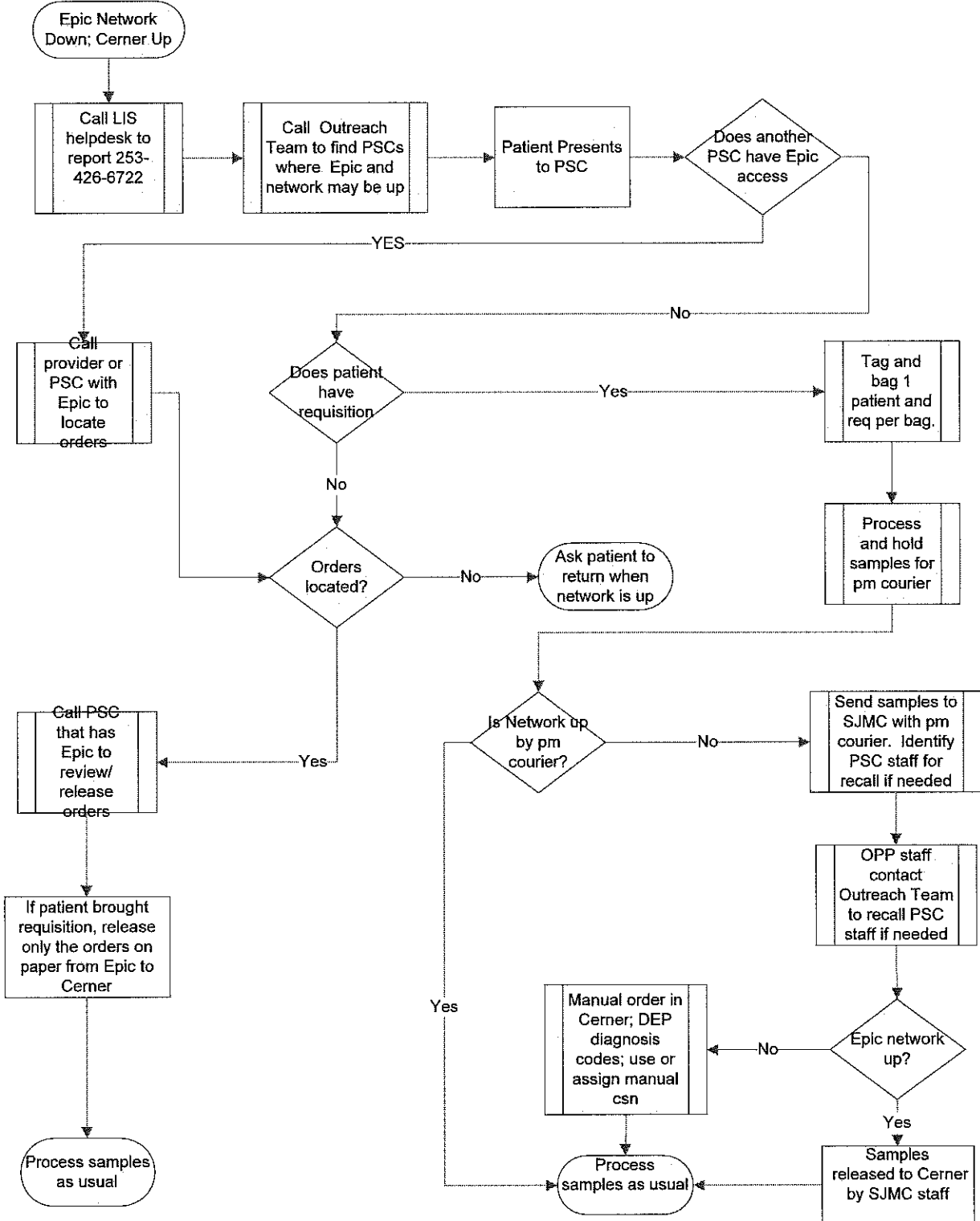
PSC PROCESS FLOWCHART: CERNER DOWN EPIC UP

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PSC PROCESS FLOWCHART CERNER UP NETWORK DOWN

- St. Joseph Medical Center Tacoma, WA
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PSC PROCESS FLOWCHART: EPIC DOWN, NETWORK UP, CERNER UP

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