



STANDARDIZED TESTING / OPERATING PROTOCOL REQUEST/ANNOUNCEMENT

Do NOT Use Reschedule Function in Sunquest or Collection Manager

Description:	The Reschedule function in Sunquest and Collection Manager is not working appropriately. All laboratory personnel should stop using Reschedule until further notice.
Implementation Date:	03/31/2017
Performing Locations:	<p>Click on the boxes that apply:</p> <input checked="" type="checkbox"/> Alamance Regional <input checked="" type="checkbox"/> Annie Penn Hospital <input checked="" type="checkbox"/> Moses Cone Hospital <input checked="" type="checkbox"/> Med Center at High Point <input checked="" type="checkbox"/> Wesley Long Hospital <input checked="" type="checkbox"/> Women's Hospital
Affected Locations:	<p>Click on the boxes that apply:</p> <input checked="" type="checkbox"/> Alamance Regional <input checked="" type="checkbox"/> Annie Penn Hospital <input checked="" type="checkbox"/> Moses Cone Hospital <input checked="" type="checkbox"/> Med Center at High Point <input checked="" type="checkbox"/> Wesley Long Hospital <input checked="" type="checkbox"/> Women's Hospital
Affected Departments:	<p>Click on the boxes that apply:</p> <input checked="" type="checkbox"/> Blood Bank <input type="checkbox"/> Cytology <input checked="" type="checkbox"/> Flow Cytometry <input type="checkbox"/> Histology <input checked="" type="checkbox"/> Microbiology <input checked="" type="checkbox"/> Phlebotomy <input type="checkbox"/> Point of Care <input checked="" type="checkbox"/> Rapid Response Lab <input checked="" type="checkbox"/> Respiratory Therapy <input checked="" type="checkbox"/> Specimen Processing
Specimen Type:	Varies

<p>Updated Clinical Lab Procedures:</p>	<p>4060 SPCL-4060-CH Sunquest Collection Manager Procedure CLM 4035 SPCL-4035-MC Phlebotomy Down Tech Procedure at Moses Cone Note: These procedures will be updated as soon as possible.</p>
<p>Retired Clinical Lab Procedures:</p>	<p>N/A</p>
<p>Notification to Client:</p>	<p>Click on the boxes that apply: <input type="checkbox"/> Section Not Applicable <input type="checkbox"/> Memo Needed Site directors will email nursing CLM users Distribution of Memo: <input type="checkbox"/> Medical Staff <input type="checkbox"/> Allied Health Professionals (PA, Nurse Practitioners) <input type="checkbox"/> Anesthesia <input type="checkbox"/> Annie Penn (Primary Source Physicians) <input type="checkbox"/> Dentist <input type="checkbox"/> Emergency Department/Urgent Care Centers <input type="checkbox"/> Family Practice <input type="checkbox"/> Infectious Docs #ID Docs (John Campbell, Robert Comer, Jeffrey Hatcher, Cynthia Snider, Kees Van Dam) <input type="checkbox"/> OB/GYN <input type="checkbox"/> Pathology <input type="checkbox"/> Pediatricians <input type="checkbox"/> Psych <input type="checkbox"/> Radiology <input type="checkbox"/> Surgery <input type="checkbox"/> #Nursing Leadership (Directors, Asst. Directors, Clinical Nurse Manager) <input type="checkbox"/> Pharmacy - Send to DeAnne Brooks & Jim Hasspacher <input type="checkbox"/> #IM Residents <input type="checkbox"/> Kim Helsabeck <input type="checkbox"/> Phlebotomy Managers and Supervisors <input type="checkbox"/> Point of Care: Sheila, Kim & Marty</p>
<p>Accreditation Section:</p>	<p>Click on the boxes that apply: <input checked="" type="checkbox"/> Section Not Applicable <input type="checkbox"/> CAP Test menu change needed <input type="checkbox"/> CMS Analyte form change needed <input type="checkbox"/> Proficiency Testing surveys changes needed or ordered</p>

Click box and type needed changes/additions:

- Section Not Applicable
- LIS changes
- Reference range change/addition
- Technical Failure change/addition
- Critical Value change/add
- Text comments needed
- Specimen collection instructions
- Need to monitor TAT
- CPT code for tests(s)

Laboratory IT section:

IT will continue to monitor error transaction logs for instances of results not uploading to CHL. If an error is due to use of the Reschedule function, laboratory IT should email the following individuals with the user information:

- Arnulfo Delgado
- Melinda Morton
- Sigrid Kesler-Cribb
- Jackie Hobbins
- Site Director/Manager/Supervisor of Employee

IT is working with Sunquest to fix the broken function.

Technical Staff Update:

All laboratory staff should **immediately stop** using the Reschedule function in Sunquest (see **Figure 1**) and Collection Manager (see **Figure 2**). This function is not working and poses a significant patient safety risk. If a laboratory test must be rescheduled, the original order must be credited and a new order placed with the new time.



Figure 1: Sunquest Reschedule

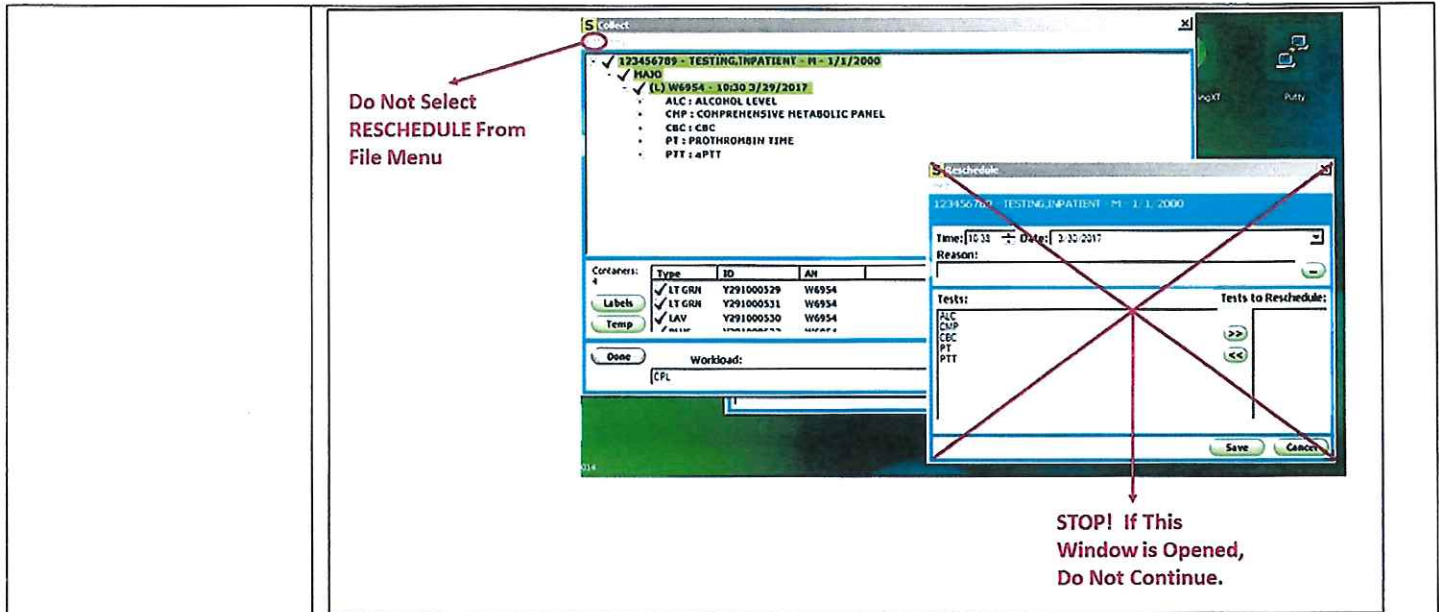


Figure 2: Collection Manager Reschedule

Additionally, sites should not modify collect times in Order Entry to reschedule labs. When this is done, the time does not update in Epic until the sample is collected and received. Therefore, the provider may not be aware of any changes to the order. In order to reschedule a laboratory test, the original order must be credited and reordered.

STOP Initiator:	Jackie Hobbins
ARMC Medical Director Signature/Date:	Quality Department will obtain signature: <i>May L O'Leary, MD</i> 3/31/17
Greensboro/Reidsville Medical Director Signature/Date:	Quality Department will obtain signature: <i>John Patterson, MD</i> 3/31/17