Lab Point-of-Care Problem Resolution Job Aid

Badge /Login Issues

Cannot access meter / log-in not working	• Record employee name, unit, and a copy of their badge or the operator ID scanned from the front of their badge is preferred. • Send information to: **DL - SRMC - Laboratory Point-of-Care Support**

Glucometer Supplies

QC	• Distributed by the **lab**
	  o QC is located on the POC supply shelf
	  o Open and date QC with **3 month expiration,** <u>apply clear tape over writing</u> before tubing to the department

Batteries	• Distributed by the **lab**
	  o Charged batteries are stored on the back of the POC area docking stations
	  o New batteries must be picked up in the laboratory. Do not tube.
	  o Discard old batteries in the used battery bucket – notify EVS when this is full

Strips	• Distributed by central supply • New lot information is entered in RALS by lab prior to distribution to the floor
Lancets	• Distributed by central supply

Other POC Supplies

iSTAT Supplies	• iSTAT Supplies – located in the POC refrigerator
	  o Cath Lab, IR, and OR are the only departments that are certified to perform iSTAT testing.
	  o ACT, CG4+, and CG8+ are the only testing performed outside the lab
	  o Cartridges and QC must be picked up in the laboratory. Do not tube.
	
	table below
	
	* Backup testing only, not routinely performed in the laboratory.

Urine Pregnancy Kits	• Urine pregnancy kits – located in store room with Chemistry / UA supplies
	  o Only Out Patient Surgery (OPS) is certified to perform POC urine pregnancy testing
	  o OPS staff will come to the lab to replenish their kit supply
	    ▪ Verify that QC has been performed on the lot before distributing to ASC
	    ▪ Record information on the log when kits are picked up

NICU Gastric pH	• pHizatest pH paper- located in Point of Care Tech Specialist area
	  o Each NICU POD (A-D) is allotted one strip roll at one time
	    ▪ Verify QC has been performed on the lot before distributing to NICU
	    ▪ Record all information on the log when strips are requested
	• **ONLY** the NICU is allowed to use pH paper and it is not used for any other laboratory testing

Rom + Collection Kits	• Rom + collection kits only – NOT cartridges
	  o Kits are distributed to L&D
	  o Maximum 2 boxes are given at a time
	  o Record information on the collection kit log

Occult Blood	• Only Cards are distributed to the ED • **DO NOT** distribute developer
Other	• No other testing is performed outside of the laboratory • Do not distribute any other supplies to the floor

Table within iSTAT Supplies row:

Department	ACT	CREA	CG4+	CG8+
Laboratory	X*	X	X*	X
Cath Lab	X		X	
Interventional Radiology	X			
Operating Room	X			X

Glucometer Troubleshooting

Issue	Action
Meter is not working	• Instruct nurse to fill out the troubleshooting log and return the meter to the lab, case is not needed • Completely fill out the loaner log in the HEME area • Issue a loaner to the department
Meter is not downloading	<table><tr><td>**If issue is identified to be**</td><td>**Then**</td></tr><tr><td>Isolated to a particular meter</td><td>Replace meter</td></tr><tr><td>Isolated to a particular docking station</td><td>Replace or restore functionality to the docking station</td></tr><tr><td>RALs unplanned downtime (see below)</td><td>• Notify director, supervisor, and/or POC technical specialist 　○ Ticket should be opened to include instructions to route the ticket to ServiceNow group for Valley LIS Manager Guy Regnier: **APP-CLINICAL-ANCILLARY LAB-VALLEY** • Email **DL - SRMC - Laboratory Point-of-Care Support** with issue and actions taken • Notify hospital admin supervisor regarding downtime and perform overhead page to notify nursing units of downtime (including when resolved) • Advise nursing staff to use downtime processes until resolved, using the Glucose Monitoring Flow Sheet (*found on Downtime Forms site and BCA computers*)</td></tr></table> • Do **NOT** advise nursing staff to open IS tickets for point-of-care issues. This process should be managed by laboratory based on what is identified as the issue. • <u>RALS unplanned downtime</u> is typically recognized on the nursing unit and should be reported to the laboratory directly. 　○ **Example**: Downtime may be identified after multiple nurses from various units are calling to indicate the meters are not downloading or not working **and** lab has identified the issue is not isolated to a meter or docking station.
Meter will not turn on	• Check battery expiration date and replace as needed. • Remove the battery for 5 seconds to reset the meter. Try a new, fully charged battery • If the meter still does not turn on, follow the steps listed above under "meter is not working"
Meter is giving inconsistent patient results	• Instruct the nurse to run QC 　○ If QC is acceptable, email the following information to **DL - SRMC - Laboratory Point-of-Care Support** for further investigation 　　▪ Patient Name 　　▪ MRN 　　▪ Date and time of inconsistent results with value 　　▪ RN Name 　○ If QC is not acceptable, follow steps listed above under "Meter is not working"
QC failure	• Instruct nurse to follow troubleshooting tips listed on the glucometer case 　○ Repeat using the same bottle of QC 　○ Repeat with a new bottle of QC 　○ Repeat using new strips 　○ If still not resolved, follow steps listed above under "Meter is not working"
Strip or QC lot not valid	• Verify that the correct barcode was scanned when attempting to run testing • If error still occurs, record the lot number, and notify **DL - SRMC - Laboratory Point-of-Care Support**

Glucometer Troubleshooting, continued

Issue	Action

Incorrect results uploaded into EPIC	• Incorrect results could be uploaded into EPIC in one of the following ways
	  ○ Incorrect Patient ID was scanned
	  ○ Unexpected results were mistakenly accepted on the meter
	• In either situation, record the following information:
	  ○ Patient Name
	  ○ MRN
	  ○ CSN
	  ○ Date/Time of incorrect result
	  ○ Value of incorrect result
	  ○ RN Name
	  ○ Brief description of the issue (if incorrect patient CSN scanned, record patient information for both the correct patient, and the erroneous CSN that was used)
	• Send information to: **DL - SRMC - Laboratory Point-of-Care Support**
	  ○ Correction requests will be reviewed by designated staff and managed within one business day.

Patient demographics not displayed on meter	• Lab loaners, OR, IR, PACU, and Cath Lab meters will **not** display patient demographics. • RN must verify CSN scanned matches the patient armband • If the meter is assigned to the location but still fails to show patient demographics, send the meter name, serial number, and location to: **DL - SRMC - Laboratory Point-of-Care Support**

iSTAT Troubleshooting

*Only Cath Lab, IR, and OR are certified to perform iSTAT testing

Issue	Action
IR iSTAT	• IR does not have a rechargeable docking station • Replacement batteries are located in the POC supply cabinet • If a loaner meter is needed, be sure to replace the battery with two 9 volt disposable batteries. ○ Record iSTAT name, serial number, and brief description of issue. Send to **DL - SRMC - Laboratory Point-of-Care Support**

Cath Lab and OR iSTAT	• If a loaner is needed, send the department one of the lab loaner iSTAT meters – no battery changes needed
	  ○ Record iSTAT name, serial number, and brief description of issue. Send to **DL - SRMC - Laboratory Point-of-Care Support**
	  ○ Loaner iSTAT meters are on the POC Tech Specialist's desk.

Meter is not working	• Have staff bring broken meter to the lab • Record what issues they are experiencing • Give them a meter from the lab to use as we troubleshoot the broken meter • Record the serial number of the loaner meter • Send all information to: **DL - SRMC - Laboratory Point-of-Care Support**
Error code: Invalid eVAS or Lot not in eVAS	• The eVAS file does not exist or is invalid for lot of QC or cartridge in use • Use downtime Liquid QC procedure ○ Refer to iSTAT QC Procedure in PolicyStat for details • Send information to: **DL - SRMC - Laboratory Point-of-Care Support**
Incorrect results uploaded into EPIC	• Follow same protocol as above for incorrect glucometer results.

For all other questions please send emails to **DL - SRMC - Laboratory Point-of-Care Support**
Point-of-Care Support Email: **DLSRMCLaboratoryPointofCareSupport@sutterhealth.org**