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|  | **LABORATORY DEPARTMENT**  **POLICY AND PROCEDURES** | **Department: GENERAL** |
| **Number:**  **31.0-Genl-gu-rev4/2013** |

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| **COMPUTER DOWNTIME** |

**POLICY:** When the hospital or the laboratory computer is down, every attempt will be made by the laboratory to provide laboratory services in a timely manner. NAH Information Technology

Services will notify the departments that the hospital is in downtime status. To notify NAH Information Technology –HELP Desk– call Extension **62448** (NAH IT)

**PROCEDURE:**

1. HOSPITAL CENSUS
   1. Print a hospital Census prior to computer downtime if any advance notice is given prior to downtime.
   2. Post the Census in the front office of the main laboratory for easy access to patient location information.
2. OUTPATIENTS
3. Draw patient, as written on order slip. Indicate date, time, Cerner ID, on the tube and on the order.
4. Place a Cerner sticker on specimen and downtime log.
5. On log next to assigned downtime number write patient name, medical record number, tests ordered, collection time, Cerner ID of phlebotomist, and received time.
6. Fill out the downtime order form with a downtime number placed or written on each copy of the form.
7. Place a patient sticker or fill out the patient information on each copy of the downtime order form.
8. Using original Physician order slip, order the requested tests on the downtime order form. Make sure to double check that you have ordered all the tests that were requested by the Physician.
9. If the specimen is STAT, place a STAT sticker on each copy of the downtime order form.
10. Notify processing that you will be sending a STAT specimen.
11. Send specimen(s) and downtime order form to the Laboratory.
12. Keep the Physician order in the alpha file located in the Outpatient Lab.
13. When the computer comes back up and Registration has entered all the patients, the patient tests can be ordered. Save the paperwork for our records.
14. If the computer has not come up by the time the Outpatient Lab is closing, the orders will be placed in a manila folder(dated) along with the downtime log.
15. The manila folder will be brought to the Central Laboratory at the end of the day so the orders can be placed when the computer comes up.
16. All records will be placed in a dated file to be kept in the crash cart.
17. INPATIENTS
18. If the specimen has Cerner labels and the computer goes down send the specimen with the Cerner labels to the laboratory.
19. If Cerner labels are not available, use downtime registration labels to label specimens.
20. The floor will fill out a downtime order form. They will need to place patient stickers on each copy of the form.
21. Laboratory and Radiology tests are ordered on separate downtime order forms.
22. The floor will keep the top white copy on the patient’s chart.
23. Send the specimen(s) to the Lab with its downtime order form.
24. If the specimen has a Cerner accession number, log the accession number onto the downtime log.
25. If the specimen has no Cerner number, place a Cerner downtime number sticker on the specimen, the downtime log and each copy of the downtime form.
26. On the log next to the assigned downtime number, write the patient name, medical record number, tests ordered, collection time, Cerner ID of phlebotomist, and received time.
    1. Give to appropriate department for processing.
    2. Pink copy – Hematology/Coagulation
    3. Yellow copy – Chemistry
    4. Gold copy goes to alpha file located in testing area.
    5. Microbiology – send directly to Microbiology.
    6. Point of Care result forms – place in a separate folder. They do not need to be given a downtime number.
27. For future draws, the lab will follow hourly collection times for routine orders, and collect ASAP’s and STAT’s as the orders come to the lab.

1. PROCESSING LAB ORDERS

* The analyzers should be placed into the downtime format – See the appropriate Chemistry and Hematology downtime policy and procedures. A downtime procedure manual can be found in the crash cart with this information.
* Manual Result order forms should be placed in each department of the Laboratory. These are found in the crash cart.
* Specimens and downtime order forms will be delivered to the testing areas

by the Lab Assistants.

1. AUTOMATED ANALYZER RESULTS

The instrument print out will be clipped to the pink/yellow downtime order form.

1. Techs should record their Cerner ID on the instrument printouts.
2. A copy of the automated results will need to be made.
3. One copy from the automated analyzers should be stapled to the gold downtime order form (in the alpha file) and placed in the accordion file.
4. The other copy will be stapled to the pink or yellow downtime order slip and sent to the floor.
5. MANUAL TESTING:

Manual testing will be resulted on the Laboratory Downtime Manual Result form.

1. The patient name, date and assigned downtime number will need to be written on the downtime manual result form.
2. When manual testing is completed and recorded on the downtime manual result form, the techs completing the work will record their Cerner ID number, time and date on the downtime manual result form in the appropriate area.
3. The 2nd (yellow copy) of the manual result form should be stapled to the gold copy of the downtime order form. Place in the accordion file.
4. The 1st (white copy) of the manual results should be stapled to either a yellow/pink copy of the downtime order form. This will be sent to the floor.
5. ALL RESULTS
6. Remember to call all critical results. Document read back verification (RBV) on the result form along with the Cerner ID of who received the results.
7. When all results are completed on an order, the techs will bring all the results to the lab processing area for distribution.
8. Verification of recovery of system integrity
9. Each time the system is restored from a downtime, the system will be tested to determine that the data has not been corrupted.
10. A historical record will be printed and compared to the previous printout from before the downtime.
11. Use Prod, VVMC order number 04-305-0057.
12. Using Order Result Viewer, print the accession number and compare it to the previously printed copy of the results located in the Crash Cart folder labeled with this accession #.
13. If the results match, initial and date the printout, and file it with the downtime records from this date.
14. If the results do not match, contact the Help Desk immediately.
15. Recovery
16. When the system recovers, orders can be placed into Cerner by the lab assistants or techs.
17. Check Collections inquiry to see if any orders were placed in Cerner prior to downtime to avoid duplication of lab orders
18. Previously assigned Cerner downtime numbers should be entered in the appropriate area when the order is placed. This needs to be entered for **each** test ordered.
19. Check Collections inquiry to see if any orders were placed in Cerner prior to downtime to avoid duplication of lab orders
20. Order the required tests by referring to the downtime log and the order sheets for the time of collection and the collection information, including the Cerner ID of the person who collected the blood.
21. Document the assigned Cerner Accession number of the orders placed on the Downtime Log.
22. Results will be entered into the system by laboratory techs when the system is confirmed to be back up using the following procedure to accurately record the work performed previously.
    1. Enter the result in the result box.
    2. Open ARE under the Task menu and select “change perform identification” until a check mark appears. This application allows you to enter a previous perform time of the results, and the performing techs Cerner ID.
    3. When you click the Verify button, you are prompted to enter the Cerner ID of the correct person that did the work and the Date and Time the results were originally verified reflected on the downtime result forms.
    4. In ORV and Powerchart the result will display both names.
23. After verifying results, run Pending lists for each department.
24. Documentation of Downtime
25. Records of testing performed during downtime, including all paper records will be kept together with the pending and collection lists in the “Downtime Crash Cart” filed by date.
26. The downtime log sheet will be kept for two years.
27. A copy of the orders, all paper requisitions and paper reports will be kept for two years with the day’s instrument printouts.
28. A copy of the Historical record test will be kept with the records for the downtime by date.

**REFERENCES:**

* 1. Cap Laboratory General Checklist (GEN.43837) 9/25/2012

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| **Prepared by/Title/Date:**  Joan Gray LIS/QA Coordinator  Feb, 2005  **Approved by/Title/Date:**  Signature on File in Lab |  | **Dates Reviewed/Revised:**  04/06 4/2013  08/10  12/2012 |