# Purpose

The following procedure provides a stepwise process to follow when both coagulation, or all three hematology analyzers, are down at the same time. It includes notifications to be made and back up plans for performing testing when this occurs.

# Scope

This procedure applies to the General Hematology and Coagulation technical procedures and supplements the following general laboratory administrative procedures:

* 115 Test Turnaround Times
* 960 Planned LIS Downtime
* 961 Unscheduled LIS Downtime

# Procedure

1. Notifications: If instrumentation will be down at least 3 hours:
   1. Notify the Shift Supervisor, Hematology specialists, Hematology supervisor, SARC Manager, and Hemepath resident (pager 816-2400) of the problem. If need be the Hempath resident will notify the CP physician on call, followed by the Hematology Director. Evaluate the need for utilizing the call tech.
   2. Notify Charge nurses in the intensive care units, ER (especially of D Dimer delays) and OR of the downtime.

Ask that they delay any noncritical testing temporarily.

* 1. Notify appropriate companies technical support line of catastrophic failure of instrumentation. Emphasize the emergent nature of the problem and the necessity for service by using the term Hard down. Troubleshoot over the phone with technical support to try to resolve issue if possible.

Beckman Coulter Hotline: 1-800-526-7694 IL Hotline: 1-800-678-0710 option 2

* 1. If a lengthy downtime will occur (more than 8 hours) notify EMR to post a message on EMR.
     1. Phone 4-4357 (4-HELP) and ask that a message be attached to Message screen notifying physicians of downtime.

1. Back up testing: Should be initiated before the 3 hour time limit as needed for testing in progress (ie.Anti-Xa testing on therapeutic heparin, PFA’s, those test results needed for patient treatment etc.)

1 CBC’s and associated testing should be brought to Cancer Center lab to be performed on the DxH at that facility once QC procedures are complete.

1. After hours notify police (4-3841) that you will be entering the building using a cardkey for entrance into the lab through the back door.
2. See Addendum for LIS workflow at Cancer Center. Samples must be Pack Listed out of Pavilion and Received in Cancer Center and vice versa because they are two separate labs.

**2** PT and APTT testing is performed on the IL TOP 700 in Special Coag.

1. Fibrinogen and D dimer and Anti-Xa UFH testing test can be done on the IL TOP 700 in Special Coag after calibration is performed by a qualified CLS if necessary.
   1. If there is a lengthy wait for calibration, Fibrinogen and D Dimer testing is sent to Mercy General for testing but keeping labs in house is preferable as testing performed by different methodologies in other labs.
   2. If necessary, notify Mercy General Hematology 453-4020 that samples are coming.
   3. Package spun aliquoted plasma on wet ice in bag with printed requisition for each sample (Orders can be printed from EMR).
   4. Call Med Couriers at 1-800-652-1147 and request pickup.
   5. Include fax number (734-5665) and phone number (734-2490) for verbal reporting of results. Document names of persons speaking with. Obtain Mercy reference ranges and include in the verbal report to the floor. Also include a comment that Mercy’s cutoff for PE/DVT will be different. (>10,000 DDU).
   6. Report verbal results to floor, again documenting persons spoken with.
   7. Samples will be entered into LIS as Send Out Misc (SENDM) test. Results will be scanned into EMR by Send Out Department. Make note of different reference ranges and cutoff values in report.
      1. Enter **Test:**, **Source:**, and Mercy General information (canned test **MER**) in the comments section for the SENDM test.
      2. Mercy will fax to UCD official results (with hospital header, reference ranges, cutoff ranges) which will be scanned into EMR.

4 Platelet Function Screens

1. In addition to the above notifications, also notify infusion in Cancer Center and Peds (where scheduled pre and post samples will be drawn) of issues with PFA instruments.
   1. Cancer Center 734-5858
   2. Peds infusion
2. Samples can be sent to Mercy General following the above protocol with the exception of transporting samples on ice. DO NOT put PFA samples on ice. These samples are also very time sensitive (4 hour time limit) so delivery to Mercy must be expedited.

# PROCEDURE HISTORY

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| **Date** | **Written/ revised by** | **Revision** | **Approved Date** | **Approved By** |
| Oct 23,2008 | L Freeman | New | 2/2009 | Denis Dwyre,MD |
|  |  | Annual Review | 11/04/10 | D Dwyre MD |
| 01/2011 | L Gandy | Minor Revision |  |  |
| 6/2012 | L Freeman | Instrument change | 7/23/12 | D Dwyre MD |
|  |  | Biannual Review | 10/2/2014 | D Dwyre MD |
| 2/2016 | L Gandy | Coag IL ACL 700 | 3/1/2016 | D Dwyre MD |
| 10/2016 | L Gandy | Add DxH |  |  |
| 07/2017 | L Freeman | Beaker update |  |  |
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