

UW Medicine - Pathology

100-02-01-26

Contingency Plan for Label and Cassette Printer Failure Procedure

Adopted Date: 05/19/11
Revision Date:

PURPOSE

To ensure that printing of labels and cassettes continues with minimal disruption in the event that a label or cassette printer fails.

SCOPE

For all laboratories that utilize a label or cassette printer in daily operations.

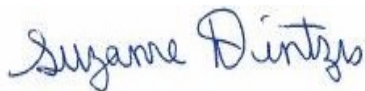
PROCEDURE

In the event of failure the following steps should be taken to ensure that workflow is not significantly disrupted:

1. Submit a Tech Request, through InQ - TRD (located on the computer desktop), stating that the printer (provide the printer's location number - typically on the front/top of the printer) has stopped printing and this failure will affect workflow and patient care. Check the "High Priority Request" box on the form and select the Target Date of "Today". Provide any other pertinent information that may be relevant to help resolve the printing malfunction.
2. Determine if there is a printer at another workstation that is empty. If so, follow the steps for selecting a new printer and use that printer to print the label(s)/cassette(s). If not, discuss with the lead / supervisor which printer would be the best option to use for printing.
3. To select a new printer:
 - a. Determine the number of the printer that is working that will be used to print the cassette(s)/label(s).

UWMC Pathology Chief of Service:

(Signature and Date)



6/4/13

Suzanne Dintzis, MD, PhD

HMC Pathology Chief of Service:

(Signature and Date)



6/4/13

Stephen Schmechel, MD, PhD

Written by:

(Signature and Date)

Kim Simmons 05/19/2011

Revised by:

(Signature and Date)