**Purpose**

To describe the process for Transfusion Service Operations during Computer Downtime

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| **ORCA Downtime – Sunquest Up** | | **Related Documents** |
| * Samples/Orders may arrive on patients who are not registered in Sunquest because the patient information from Admitting Registration could not cross the interface into Sunquest due to ORCA or Epic Registration being down. * Create a new patient in Sunquest * Order the tests listed on the requisition. * Testing—proceed as usual. * Resulting—Results will be queued up in the middleware system, and will cross the interface back to ORCA once the system is up. | | Sample Acceptance Evaluation  SQ Order Entry Process |
| **Sunquest Downtime, ORCA up or down** | | **Related Documents** |
| **Preparation for Planned Sunquest Downtime:**   * Immediately before go-down, print a Product File List, BBR2. Use this to choose units for crossmatch. * An hour and a half prior to go down, run BEX and capture reports BBR6, BBR15, and BBR22. * For any patients tested after running reports but before downtime print results from BBI * Save reports to Lilith, HMC\_TSS/downtime SQ reports. This ensures they are accessible to all TSL staff * An hour before planned downtime, allocate any units ordered for transfusion or surgery patients who qualify for computer crossmatch, since this function will be unavailable during computer down. * Verify blood location inventory | | SQ Daily Operations Reports  Monthly Blood Product Usage Reports  SQ Patient History Backup Reports |
| **Unplanned Sunquest Downtime, ORCA up or down** | | |
| **NO preparation for unplanned SQ downtime**   * All testing performed since backup reports were run must be retested. This includes patient samples and donor units. | | |
| **ALL Sunquest Downtimes, ORCA up or down** | | |
| **Step** | **Action** | **Related Documents** |
| 1 | **Order Entry**   * Time Stamp the CPOE order or Paper Requisition. This is critical for recovery entry when SQ comes back online. * Use Downtime Number sets (“A” labels with barcode) located in the Downtime Box. * Begin with the lowest number and continue in numerical order. Each number set has four 3-part labels:   + Affix one to the sample and the Downtime Order Entry Log   + Affix one to the CPOE or paper requisition.   + Handwrite name and HID on labels using a smudge proof pen * Record all orders on the Downtime Order Entry Log | Sample Acceptance Evaluation  Sample Rejection Process  LIS Downtime Order Entry Log |
| **Step** | **Action** | **Related Documents** |
| 2 | **Patient History Check**   * Use Downtime Patient History File found in lilith for accessing patient history. * Downtime Patient History Files are backed up daily. * There will be a gap in time between last backup and SQ go-down for which no history will be available. If ORCA is up, it can be checked for recent TSCR or TXM orders. * Check active antibody files for recent antibody patients * Print any patient histories found on BBR6, BBR15 and BBR22 and attach to order form. | SQ Patient History Backup Reports |
| 3 | **Testing**   * Document on Manual Bench testing form by writing “History found” or “History not found” * Document any antibody history or problems on the Manual Bench Testing form. * Document all Unit/Patient Antigen testing on Patient/Unit Typing Worksheet. * Print Patient TANGO records for all TANGO testing and leave results in the Daily Journal. **(Note: TANGO will read “A” label barcodes used during downtime order entry; these results will transmit to the LIS.** * If unplanned SQ down, any patient testing post BBR22 capture will need to be retested. * Use Immediate Spin crossmatch in lieu of Computer Crossmatch. * When an AHG crossmatch is indicated by patient history, **An immediate spin phase must be included to check for ABO compatibility.** * Complete Transfusion Record manually and attach to product | Manual Bench Testing Form  ABO D Type by Tube  Antibody Screen by LISS Tube  Crossmatch by Immediate Spin  Crossmatch by LISS Tube IAT  Crossmatch by PeG Tube IAT |
| 4 | **Component Preparation**   * Use Downtime Component Preparation Worksheet to document each component prepared. Put one of the Downtime numbers on the worksheet * Attach 2nd copy of product label from downtime Hematrax to back of worksheet. * Use Downtime Label Verification form for all products requiring a new label. A two person readback is performed as part of the verification process | Downtime Component Prep Worksheet  Downtime Label Verification form  Downtime Label Verification Process  Downtime Printing Hematrax Labels |
| 5 | **Issuing Products**   * Use the following to record all issued products. * Blood Product Release Form   or   * The Portable Refrigerator Response Log * Record all information on the appropriate form for entry into SQ during recovery * **Timestamp is essential** for recovery process. | Blood Product Issue Process  Portable Refrigerator Response Log  Blood Product Release Form |
| **Step** | **Action** | **Related Documents** |
| 6 | **Returning Blood Products**   * Use Returned Blood Products Log for products issued via Blood Product Release Form or Portable Refrigerator Response Log * Record all the information in detail for re-entry during recovery. * Designate a special shelf in the refrigerator for these returned units, for easier entry during recovery. | Returning Products to Inventory after Issue  Downtime Returned Products Log |
| 7 | **Receiving Blood Products into Inventory**   * Use blood supplier Order Distribution Report that accompanies shipment. * Record all the information required. * Sequester units in unprocessed unit section of refrigerator for type confirmation later if possible. * **NOTE:** If blood products should need to be issued and/or processed **BEFORE** being entered into SQ, make a copy of original product label and attach to ODR and/or component preparation worksheet to aid in SQ entry during recovery. Record units on the Downtime blood inventory log | Visual Inspection of Red Cell Products  Visual Inspection of Plasma Products  LIS Downtime Blood Inventory Log |
| 8 | **Type Confirming Units if necessary**   * Type confirm on TANGO as usual * Print unit TANGO records for entry in SQ during recovery.   OR   * Type confirm units using manual bench * Use Manual Bench Testing Form for recording reactions and results for entry in SQ during recovery. | Tango Export of Results and LIS Transfer  Unit Type Confirmation Using Tube Method |

**References:**

Standards for Blood Banks and Transfusion Services, AABB, Current Edition