5. Hospital registration downtime procedure

To be used for patients with an assigned MRN beginning with **U** (UWMC and SCCA) or **H** (Harborview) when the hospital registration system is offline.

5.1. Processing Patient Orders

1. Type or scan the patient's MRN in the **Value** field on the **Order Entry** window of the LIS.
2. If the patient was registered into the hospital system prior to the **downtime**:
   a. Enter the order into the LIS according to the SOP for logging ADT requisitions
   b. Process the specimens according to the corresponding SOPs
3. If the patient was **NOT** registered into the hospital system, indicated by the appearance of a blank **demographics** screen in the **Order Entry** window, prior to the **downtime**:
   a. Verify that the MRN in the **Patient ID:** field matches what is provided on the hospital requisition
   b. Click **Create**
   c. In the **Patient name** field enter the patient's name provided on the requisition in a Lastname,Firstname format

   d. In the **Date of Birth/Age** field enter the patient's birhtdate in a mm/dd/yyyy format or type the patient's provided age

   e. In the **Sex** field enter the patient's gender as provided on the requisition

   f. Create a new episode by following the steps listed in the SOP for logging ADT requisitions
   g. Continue with entering the order into the LIS starting with step 5 in the Order Entry section of the SOP for logging ADT requisitions
   h. Place requisition in **Problem Bucket/Bin**, for the leads to distribute for monitoring
   i. Process the specimens according to the corresponding SOPs

5.2. Result Reporting

If patient results are requested during hospital registration **downtime**:

1. Results reporting should not be affected by a registration **downtime**, refer to the current policy on the staff only website for releasing test results
2. However, if result interfaces or the **CIS** (clinical information systems) are also experiencing a **downtime**:
   a. Obtain printed results from the testing bench and forward them to the requesting location.
      - During **brief or unscheduled downtime**s: Fax/tube results as requested by the floor. Printouts of test results can be sent via the tube system or faxed to a secure internal line. Follow the current policy for faxing to external numbers.
      - For **extended or scheduled downtime**s: Floors and clinics will be notified of any scheduled **downtime**s and will provide the preferred tube stop or fax number beforehand.
        1. Results for **stat** testing are faxed or called by the bench techs.
        2. **Routine** results for floors are printed by Cross Hospital Sendouts and sent out via the tube station by SPS. Review the planned schedule during an expected **downtime** for the intervals to print results.
           a. Results are printed using **SmarTerm** with the following settings:
              - **Function:** IR (*Interim Reports*)
              - **Printer:** 381 (*at UWMC*), 382 (*at HMC*)
              - **Option:** 1 (*Location*)
              - **Hosptial ID:** U (*at UWMC*), H (*for HMC*)

- **Location(s):** IPI (*Inpatient Interim*)
- **Patient Status:** A (*Active*)
- *Accept to begin printing results*

b. Sort the printed results by floor.
c. Put results in an envelope labeled with the floor number and give to the Tubes person to send to the floor.
d. If the floor requested that the results be faxed, fax it with an SPS Facsimile Cover Sheet.