## TITLE: Registration Downtime

## PRINCIPLE:

During SMS Registration downtime, admission, discharge and transfer (ADT) information does not get transmitted to the Laboratory Information System (LIS). SMS is down nightly from midnight to 1:00 a.m., and longer at month end and during upgrades. Therefore, it is necessary to have a manual system in place to handle ADT when SMS Registration is not available. This also applies to HIS interface/interface engine or network downtime.

**PERSONNEL:**

###### All Laboratory Staff

## STEPWISE PROCEDURE:

1. During unscheduled downtime, Information Services (IS) will notify all affected areas of the downtime and to implement the downtime procedures.
2. Before scheduled downtime (other than the usual nightly downtime) IS will notify the users several days in advance (if possible) of the downtime and will send via email.
3. IS generates downtime numbers that are distributed by the Emergency Department. This number is written on the downtime lab requisition and is entered into the LIS, SoftLab, along with the patient’s demographics and orders.
4. LCC staff will register new patient in SoftLab by entering patient last name and first name in Order Entry (OE). If patient has been here before, demographics will appear, select next, choose new stay, supply all required information that is highlighted yellow, and add in the billing box the downtime finanicial number supplied to Lab on the downtime order, and save. If the patient is new, not in SoftLab, after typing in patient name a pop up box will appear, “Patient not found. Create new?” you will select yes and type in all required information that is highlighted yellow, and add in the billing box the downtime finanicial number supplied from registration.
5. When SMS Registration is back up, the patients admitted during downtime will be entered into SMS using their downtime numbers, instead of SMS assigning them the next available number. When the downtime numbers are used in SMS Registration, all of the demographics manually entered into the other clinical applications will update with the current information. If there is a duplicate ID or ID error, registration will contact lab and vice-a-versa, a patient merge may be needed. Refer to the patient merge procedure.