## TITLE: Registration Downtime

## PRINCIPLE:

During Registration System downtime, admission, discharge and transfer (ADT) information does not get transmitted to the Laboratory Information System (LIS). The Registration System 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 the Registration System 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 be sent via email.
3. Registration generates downtime number labels and distributes them to applicable areas, including the Emergency Department. The label is attached to the downtime lab requisition and is entered into the LIS along with the patient’s demographics and orders.
4. LCC staff will register new patients in the LIS by entering the patient last name and first name in Order Entry (OE). If the patient has been here before, demographics will appear, select next, choose new stay, supply all required information that is highlighted yellow. Add the downtime finanicial number supplied to Lab on the downtime order in the billing field and save. If the patient is new, and doesn’t appear in the LIS, after typing in patient name a pop up box will appear, “Patient not found. Create new?” Select yes and type in all required information that is highlighted yellow. Add in the billing field the downtime finanicial number supplied from registration.
5. When Registration is back up, the patients admitted during downtime will be entered into the Registration System using their downtime numbers, instead of Registration assigning them the next available number. When the downtime numbers are used in the Registration System, 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.