**SCOPE:** This policy/procedure applies to UPMC Hillman Cancer Center – Hanover.

**PURPOSE:**

This procedure describes laboratory processes during and after scheduled or unexpected unavailability of the Laboratory Information System (LIS).

**PROCEDURE:**

1. Specimen Collection and submission to laboratory for testing:
   1. Complete a Downtime Laboratory Request form.
      1. The Downtime Laboratory Request must include the following information:
         1. Patient full name
         2. Patient date of birth
         3. Patient Medical Record Number (if available)
         4. Ordering provider’s full name
         5. Date and time of specimen collection
      2. Indicate testing required
      3. Indicate testing priority (ie STAT, Routine)
      4. Deliver Downtime Request and specimens to the Laboratory
   2. Hand label specimens at the patient side. The label must include
      1. Patient full name
      2. Patient date of birth
      3. Date and time of collection
      4. Collector’s first initial and complete last name
2. Laboratory receipt of Downtime Request and specimens
   1. Laboratory staff will review the Downtime Request and specimens for
      1. Properly completed Downtime Request
      2. Properly labeled specimens
   2. Determine testing priority
      1. During a LIS downtime, on-site testing will be restricted to the following STAT requests
         1. CBC with Differential
         2. CBC with Absolute Neutrophil Count
         3. Oncology Comprehensive Metabolic Panel (CMPPO)
      2. Routine requests and STAT requests for tests other than those indicated above will be referred the UPMC Hanover Hospital for processing and testing.
         1. If, for a given request, some testing is to be performed on site and other testing is to be referred to UPMC Hanover Hospital, photocopy the Downtime Request. On the photocopy, indicate testing performed on site and send with the specimens to referral lab.

Retain the original request on site.

1. Testing
   1. Manually program requested testing using patient’s full name and date of birth as identifiers.
   2. On the instrument result printout, indicate
      1. technical review by initialing results
      2. any additional and appropriate result comments
   3. Photocopy the result printout
      1. Deliver the photocopy to the ordering provider
      2. Note on the original printout the time that results were given to provider
      3. Paperclip the result printout to the original Downtime Request
2. Recovery. For each individual Downtime Request
   1. Access the patient chart in the LIS
   2. Determine if orders consistent with the Downtime Request are present in the patient chart.
   3. If orders are NOT present, request the appropriate facility staff to order the requested testing in the computer.
   4. If / when orders ARE present
      1. Mark requested tests as “Collected”
      2. Update collection information to the date and time indicated on the Downtime Request
      3. Mark the requested tests as “Received”
      4. Retransmit results from the testing instrument.
      5. If retransmission does not function properly, manually enter results.
      6. Final Verify results.
   5. Retain the original Downtime Request and all instrument printouts for Supervisor review.

**Document History**

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