[](http://depts.washington.edu/labweb/index.htm)

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| **University of Washington,**  **Harborview Medical Center**  **325 9th Ave. Seattle, WA, 98104**  **Transfusion Services Laboratory**  **Policies and Procedures Manual** | **Original Effective Date:**  **June 10, 2011** | **Number:**  **5701-2** |
| **Revision Effective Date:**  **January 10, 2012** | **Pages:** |
| **TITLE: Downtime Operations Process** | | |

**Purpose**

To describe the process for Transfusion Service Operations during Computer Downtime

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| **Step** | **Action** | **Related Documents** |
| 1. | **ORCA down but Sunquest Up**   * 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 using Lab Order Entry * Order the tests listed on the requisition. * Testing—proceed as usual. * Resulting—Results will be quequed up in the middleware system, and will cross the interface back to ORCA once the system is up. |  |
| 2. | **Planned Sunquest Down Preparation, ORCA either Up or Down**   * Immediately before go-down, print an Inventory Status Report, BBR 2. Use this to choose units for allocation. * An hour before planned downtime, allocate any units ordered for surgery patients who qualify for computer crossmatch, since this function will not be available during Sunquest Downtime. | Sunquest Daily Operations Reports. |
| 3. | Sunquest down, ORCA either up or down  Order Entry   * Use downtime Number sets 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,   + one to the paper requisition, and one to the Downtime Entry Log * Complete the log, noting patient information, as well as date and time. This is important for recover entry when SQ comes back online. |  |
| 4. | Testing   * Search patient history using Patient History Back-up files stored on the encrypted flash drive. * Print any patient history information found on the USB drive. | Saving and Accessing Patient History Files on an Encrypted USB |
| **Step** | **Action** | **Related Documents** |
| 5. | * 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.. |  |
| 6. | * Print Patient TANGO records for all TANGO testing. * Use Immediate Spin crossmatch in lieu of Computer Crossmatch. * Use AHG crossmatch when indicated by patient history. * Complete Transfusion Record Manually and attach to product |  |
| 7. | Component Preparation   * Use Downtime Component Preparation Log to document each component prepared. Put one of the Downtime numbers on the log. * Use Label Verification form as usual. | Downtime Component Prep Log |
| 8. | Issuing   * Use Downtime Blood Products Issue Log to record all issued products. * Record all information on the log for entry into SQ during recovery | Downtime Blood Product Issue Log  Downtime Recovery Process |
| 9.. | Returning Blood Products   * Use Returned Blood Products 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. | Downtime Returned Products Log |
| 10.. | Receiving Blood Products into Inventory   * Use Downtime Blood Inventory Log. * Record all the information required on the log. * Sequester units in unprocessed unit section of refrigerator for type confirmation later if possible. | Downtime Blood Inventory Log |
| 11. | 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 Downtime Blood Inventory Log for recording reactions and results for entry in SQ during recovery. | Unit Type Confirmation using Tube Method. |

References

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

Transfusion Service Laboratory

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