**Purpose:** To describe the process for Transfusion Service Operations during Computer Downtime.

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| **ORCA Downtime—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 queued up in the middleware system, and will cross the interface back to ORCA once the system is up. | | |
| **Sunquest Downtime, ORCA up or down** | | **Related Documents** |
| **Preparation for Planned Sunquest Downtime:**   * Immediately before go-down, print an Inventory Status Report, BBR2. Use this to choose units for crossmatch. * An hour prior to go-down, run and capture Report XXX, which displays current patient TSCR for designated period prior to run. * An hour before planned downtime, allocate any units ordered for transfusion or surgery patients who qualify for computer crossmatch, since this function will be unavailable during computer down. | | * Lab Order Entry * SQ Daily Operations Reports |
| **Unplanned Sunquest Downtime, ORCA up or down** | | |
| **NO preparation for unplanned SQ downtime**   * No Inventory Status report--Units must be reviewed manually. * No BBR 22 record of current TSCR. No record of patient history since last patient history file backup. * Any patient sample drawn between last history file back up and current time must be retested if units are ordered. (TSCR). | | |
| **ALL Sunquest Downtimes, ORCA up or down** | | |
| **Step** | **Action** | **Related Documents** |
| **1** | **Order Entry**   * Time Stamp the CPOE order or Paper Requisition. This is critical for recovery entry when SQ comes back online. * Use Downtime Number sets (“A” labels with barcode) 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,   + Affix one to the CPOE or paper requisition. | * Sample Acceptance Evaluation * Sample Rejection Process |
| **2** | **Patient History Check**   * Use Downtime Patient History File for accessing patient history. * Downtime Patient History File is backed up daily. * There will be a gap in time between last backup and SQ go-down for which no history will be available. If ORCA is up, it can be checked for recent TSCR or TXM orders. * Check active antibody files for recent antibody patients * Print any patient histories found on the USB drive and attach to order form. | * Downtime Patient History Check Using Encrypted USB drive * SQ Daily Operations Reports |
| **3** | **Testing**   * 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. * Print Patient TANGO records for all TANGO testing. **(Note: TANGO will read “A” label barcodes used during downtime order entry; however, these results will not transmit to the LIS. Results can be printed and entered manually into BOP).** * IF unplanned SQ down, there is no Report XXX, so all add on orders require samples to be re-typed and re-screened. * Use Immediate Spin crossmatch in lieu of Computer Crossmatch. * When an AHG crossmatch is indicated by patient history, **NOTE: An immediate spin phase must be included to check for ABO compatibility.** * Complete Transfusion Record Manually and attach to product | * Manual Bench Testing Form * Unit/Patient Typing Worksheet * ABO D Type by Tube * Antibody Screen by LISS Tube * Crossmatch by Immediate Spin * Crossmatch by LISS Tube IAT |

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| **Step** | **Actions** | **Related Documents** |
| **4** | **Component Preparation**   * Use Downtime Component Preparation Worksheet to document each component prepared. Put one of the Downtime numbers on the worksheet * Attach 2nd copy of product label from Hematrax to back of worksheet. * Use Downtime Label Verification form for all products labeled. * Use Manual Label Verification form for all adjusted ACDs on label. | * Downtime Component Prep Worksheet * Downtime Label Verification form * Downtime Label Verification Process * Manual Label Verification Form * Downtime Printing Hematrax Labels |
| **5** | **Issuing Products**   * Use either of the following to record all issued products. * Blood Product Release Forms * Trauma Log Forms * Portable Refrigerator Forms * Record all information on the appropriate form for entry into SQ during recovery * **Timestamp is essential** for recovery process. | * Blood Product Issue Process |
| **6** | **Returning Blood Products**   * Use Returned Blood Products Log for products issued via Blood Product Release Form. * 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. | * Returning Products to Inventory after Issue * Downtime Returned Products Log |
|  | **Receiving Blood Products into Inventory**   * Use PSBC Order Distribution Report that accompanies shipment. * Record all the information required. * Sequester units in unprocessed unit section of refrigerator for type confirmation later if possible. * **NOTE:** If blood products should need to be issued and/or processed **BEFORE** being entered into SQ, make a copy of original product label and attach to ODR and/or component preparation worksheet to aid in SQ entry during recovery. | * Visual Inspection of Red Cell Products * Visual Inspection of Plasma Products |
|  | **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 Manual Bench Testing Form for recording reactions and results for entry in SQ during recovery. | * Tango Export of Results and LIS Transfer * Unit Type Confirmation Using Tube Method |

**References:** Standards for Blood Banks and Transfusion Services, AABB, Current Edition