

## DOWNTIME PROCEDURE – MEDICAL OFFICE LABORATORIES

### PRINCIPLE

The Colorado LIS is comprised of multiple, integrated systems including Cerner Millennium, Health Connect and their associated hardware. In the event of a scheduled or unscheduled downtime of the Colorado LIS, the manual system described in this document will be implemented in order to maintain patient care.

### POLICY

Either the LIS support team or Laboratory Administration staff will notify all affected facilities in the event of a downtime. Dependent on severity, length of outage, and affected portion of the system, this notification will be sent via email, phone call, or Discern Message. Notifications will include estimated duration of downtime and will be updated as necessary until the system is restored. After receiving notification, each facility is expected to notify respective clinical department staff and begin using manual procedures described in this document.

### PROCEDURE

#### A. CERNER IS DOWN (HEALTH CONNECT IS WORKING)

##### FRONT DESK

1. Put Downtime sign clearly visible at front desk
2. Each Medical Office Laboratory will notify their key departments (list below) that the system is down and to begin using paper requisitions in addition to placing the orders in Health Connect. Make a list of the areas to call, check off as you notify the areas.  
Designate one person on your team to do this. Clinic Notification includes:
  - a. Administrative Assistant to MOA
  - b. Nurse Managers
  - c. Care areas  
(Lab Administration and LIS will help with regional notification).
3. In Health Connect, check orders and each test priority – is it STAT?
4. Fill out a Downtime Requisition for those without provider requisition. No copy needed. (Form is found on Lab web site, main page, “FORMS”, then “DOWNTIME”)
  - a. Name
  - b. MRN
  - c. DOB
  - d. Provider Last and First name
  - e. Collection date and time
  - f. Check off ordered tests (write in any others)
  - g. Last dose and other info if needed
  - h. HIGHLIGHT any tests that are STAT
  - i. Tests needed that day, process as STATs (PT, Beta hCG, T&B cells, etc.)
5. Person drawing fills out downtime labels at draw table to contain:
  - a. Patient name
  - b. MRN
  - c. Test(s) Requested

- d. Person drawing NUID
- e. **HIGHLIGHT STAT Tests on tube labels**
- f. **IMPORTANT** – Keep the routine specimens with the requisition until bar code labels are placed on specimens  
(NOTE: Every tube **MUST** have a separate label)

**IMPORTANT NOTE: Do not send any specimens to RRL until the printed barcode labels are attached.**

#### **PROCESSING AND TESTING:**

1. **STATS AND PREOPS** - Perform the tests that you can at your MOL.
2. **STAT** and **Pre-ops** not performed at your MOL – send to the performing lab by **STAT** courier along with a copy of the manual requisition
3. Fax or deliver **STAT** results to the appropriate clinical area. Providers will receive results after Cerner is up and they are manually entered.
4. Use “Downtime Results Form (get from Carol and standardize)
5. Keep all results for each patient with the patient’s requisition for entry when LIS is functional.

#### **ALL OTHER SPECIMENS:**

1. Process all specimens - centrifuge, pour off, etc.
2. Place each patient’s specimen in a separate bag? With their requisition.
3. Hold/store specimens until the system is available or told to do otherwise.
4. Any specimens that have a bar code label should be sent to RRL even if there is no transfer list for those barcoded samples.

**NOTE:** Send **BSS’s** (Strep DNA’s) to RRL with the next courier. Do not send any other specimens to RRL until the printed barcode labels are attached.

#### **AFTER SYSTEM IS RESTORED:**

**\*All STATs and Preops that you sent to another location for testing will be ordered, and resulted by the performing Laboratory.**

1. Pulling or entering orders in DOE. (Designate one person to do this function).
  - a. Working from your paper requisitions, pull orders from Collections Inquiry using the correct received date and time and NUID of collector.
  - b. If orders are not in Cerner enter them in DOE.
1. If you have an outside provider’s order, enter in DOE from the paper requisition using the correct received date and time NUID of collector. Always use the patient registration icon to start a new encounter
2. Label the specimens with the barcode labels.
3. Specimens for RRL: Process as normal for transfer to RRL.
4. Tests completed at the MOL: Manually enter the test results
5. Check **PENDING** lists and **LIST BUILD** - follow up on any outstanding tests/specimens

#### **LABORATORIES THAT ARE CLOSED ON WEEKENDS – FRIDAY PROCESSING**

1. Defer as many routine patients as possible

2. Perform all CBC's, UA's
3. Send PT's with the requisitions, to AR, WM or LK by Quicksilver (closest). Spin and freeze PTT's.
4. Send ESR's with the requisitions to AR by Quicksilver.
5. Send ALL MICROBIOLOGY specimens with the requisitions to SSS by Quicksilver. Do NOT use a lock box.
6. Send STAT Chemistries that you don't perform with the requisitions to AR or LK.
7. If you are sending an additional courier to AR or LK, call to let them know.
8. Send STAT drug levels to St Joe's or Good Sam.
9. Process/store/refrigerate/freeze all other specimens - send out the next working day.
10. Southern and Northern Colorado, send any tests you don't perform:
  - Briargate - to Quest or to CLS at Memorial hospital
  - Pueblo - to Quest or to St Mary Corwin Hospital
  - Loveland, Fort Collins, Greeley - to Banner Hospital.

## **B. BOTH CERNER AND HEALTH CONNECT ARE DOWN**

### **FRONT DESK**

1. Put Downtime sign clearly visible at front desk
2. Each Medical Office Laboratory will notify their key departments (list below) that the Cerner system is also down and to begin using paper. Make a list of the areas to call, check off as you notify the areas. Designate one person on your team to do this.  
Clinic Notification includes:
  - a. Administrative Assistant to MOA
  - b. Nurse Managers
  - c. Care areas  
(Lab Administration and LIS will help with regional notification).
2. Use the paper requisition as your order - no copy is needed
  - a. Name, MRN, Provider name are normally already on the requisition:
  - b. Add Collection date and time, Last dose, and other info if needed
  - c. **HIGHLIGHT any tests that are STAT**
  - d. Tests needed that day process as STATs (PT, Beta hCG, T&B cells, etc.)
3. Follow the "Cerner is Down" procedure above starting at Step 5

## **C. HEALTH CONNECT ONLY IS DOWN**

### **FRONT DESK**

2. Providers will use the paper requisition to order tests - no copy is needed
  - a. Name, MRN, Provider name are normally already on the requisition:
  - b. Add Collection date and time, Last dose, and other info if needed
  - c. **HIGHLIGHT any tests that are STAT**
3. Enter the orders into Cerner (DOE). Always use the patient registration icon to start a new encounter
4. Process patients as usual.
5. Fax STAT test results to the appropriate Clinical Care Area.
6. Results will cross into the patient's chart and the provider's in-box when Health Connect is functional.

