

1. POLICY

1.1. Policy for use during “down time” situations within the laboratory.

2. PURPOSE OF DOCUMENT

2.1. This procedure is to be utilized in the event of laboratory “downtime”. “Downtime” refers to the loss of the ability to run, transmit, report, call patient results, etc. This can be due to computer-based information malfunction, loss of phone system, power loss, loss of the instrument feed water system, etc.

2.2. Each “down time” situation is unique in some way, this document is designed to give guidance in each area and not necessarily to be followed precisely which is dependent on the situation occurring.

3. SCOPE OF DOCUMENT

3.1. To be used by James Laboratory personnel in the event of a down time situation.

4. RESPONSIBILITY

4.1. James Lead Technologist, Safety Officer, and Laboratory Manager.

5. INSTRUMENT DOWN TIME

5.1. Back up Instruments

5.1.1. If there is an instrument that is unable to be used due to maintenance or it needs repair specimens should be run on other available instruments that are located in the James Lab. Specimens for those areas for which we do not have a backup unit should be sent to CCL.

5.2. Sending out lab work

5.2.1. The specimens going to CCL must be put on a packing list to UH.

5.2.2. Call CPA and the appropriate CCL bench area. A list of phone numbers can be found;

<L:\Shared\Pathology\James Tower Lab\Clerical> (See the phone lists)

5.2.3. Contact the James clinics and ED units to inform them of the potential delay in results.

6. COMPUTER DOWN TIME

6.1. **James Laboratory basic overview and general information for IHIS or Beaker downtimes**

6.1.1. Call the MedCenter IT HELP desk (3-3861) when you realize information is not transmitting.

6.1.2. When IHIS is down, labels will not be able to print at collection. Specimens will be sent with a lab Downtime Requisition.

6.1.3. Make sure your instruments are set to “Print All” functions (see specific instructions for each area)

6.1.4. Open the black ‘Downtime’ box and locate the pre-printed downtime labels to use for identifying specimens. Put these in the processing areas.

Using 4-part labels, Write the patient information and tests ordered on the main label, one for each sample tube and place the small MPI labels on the requisition for matching later once orders are placed in the system.

6.1.5. In hematology, locate the labels for reporting manual differentials, and the stickers for documenting critical result communications (for all areas).

6.1.6. **ED prefers to have results sent to them via the pneumatic tube system**

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- a. Use the chart of tube station numbers below for the respective clinics and ED pods

Clinic Tube Stations	
Location in Beaker	Tube Station
REM, Fast Track (44-50)	200 OR 374
RM 1-34	374
RM 35-56, Corr, BC	300
CT1APH	396
CT5JCH	350
CT5CTU	391
CT5HON, CT5HNS, CT5MOC, CT5STN	370
CT5HTC	370
CT2RAO, CT2ROT	395
BS2JCH, BS2NOC, BSGNSU	993
BS2MTC, BS2MOC, BS2LAB	920

6.1.7. Print outs may be faxed to appropriate area if required

- a. ED Primary fax: 5-7108 Backup fax: 2-4391
b. CDU (Clinical Decision Unit) fax: 293-1302

- 6.1.8. If an unplanned IHIS downtime has occurred and is still down after 45 minutes, please notify lead tech or Manager to inform them of the situation.
- 6.1.9. Specimens ordered before the IHIS downtime that have printed test labels may run as usual but may not transmit from the instrument to file results. If the barcodes are unable to read on the instrument you will need to manually program them by MPI to run on the instruments.
- 6.1.10. Label all result print outs with patient information.
- 6.1.11. Check all results for critical values. Call and document the communication on the result printouts using the Critical Call stickers.
- 6.1.12. Make a copy of the result form. Send the copy – Save the original.
- 6.1.13. Keep result print outs organized in a way that should be easy to understand when things are working again to get results entered into the computer. This can be alphabetical order, by location, or in the order they were run on the instruments.
- 6.1.14. Once IHIS is back up:
- a. Refer to Admin-148 for Downtime Instructions on test ordering and Linking Downtime Specimens.

6.2. Location of downtime labels


- 6.2.1. Downtime labels are located in the black Downtime box.
- 6.2.2. Labels are generated by the lead techs, please contact one to get more labels.
- a. Navigate to Lab Tools- Downtime Specimen Creation
- Pick your lab
 - Can print 1 or 2 labels per specimen to label results and printouts efficiently


- Select printer and create

6.3. How to use Downtime Labels and process different specimen scenarios:

6.3.1. Refer to Admin-148 for different scenarios

7.0 Coagulation Area:

7.1 Load patient samples: **Remove cap.** Click **Patient Analyses** then **Loading Samples** or click the  icon to open the sample drawer. After the drawer opens, identify the type of specimen, such as micro-sample and/or stat (urgent) by clicking the box. Identify the sample by scanning the bar-code or manually entering the ID

using the keyboard, place the specimen into the drawer. Then click the  icon.

7.2 If the LIS is down and downloading is inoperable, change to manual mode where the operator must order the test(s) from the menu. Scan the barcode. “Select Methodologies” screen is displayed. Choose a profile or choose tests from the Methodologies menu by double-clicking. Click confirm.

7.3 All patient results are displayed on the TEST PANEL screen and automatically print out and transmit if so ONLINE PRINTING and ONLINE TRANSMISSION are selected on the SYSTEM STATUS screen.

7.4 If LIS is down, printouts can be faxed to each unit. Ensure that the patient’s MR number and location are on each printout.

7.5 When the LIS system is again operational, select the “Patient Files” option under “Patient Analysis” and transmit results by selecting the desired results as “first file” and “last file”.

7.6 For results in question that need operator intervention, cursor to the identification number in the TEST PANEL screen and double click. This will display the Patient Analyses screen. Follow the options at the bottom of the screen, (i.e. – rerun, add, etc).

8. Hematology Area:

8.1 Report WAM downtime to CCL Hematology at 293-3444. They will call TAC for assistance since any WAM downtime affects all labs.

8.2 Refer to 5L Heme-33 Hematology Downtime Policy.

9. Urinalysis Area:

9.1 Advantus

During an IHIS downtime continue to use the Clinitek Advantus.

9.1.1 On the Advantus make sure to press the print results button at the results screen

9.1.2 Take the printouts from the Advantus and perform microscopic analyses.

9.1.3 Using a pre-printed result form for the Urinalysis / Coag area, record the results of the microscopic analyses, along with the patient names, medical record number, and patient location.

9.1.4 Call any critical values to the nursing unit or patient location. Record the date, time, name and title of person taking the call using the Critical Call stickers on the result form.

9.1.5 Make a copy of the results. Tube the copy, keep the original.

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9.2 UN2000

9.2.1 Record UF5000 background checks on Q-Pulse: 5L UA-F3 BCQMu Downtime UF5000 Background Log

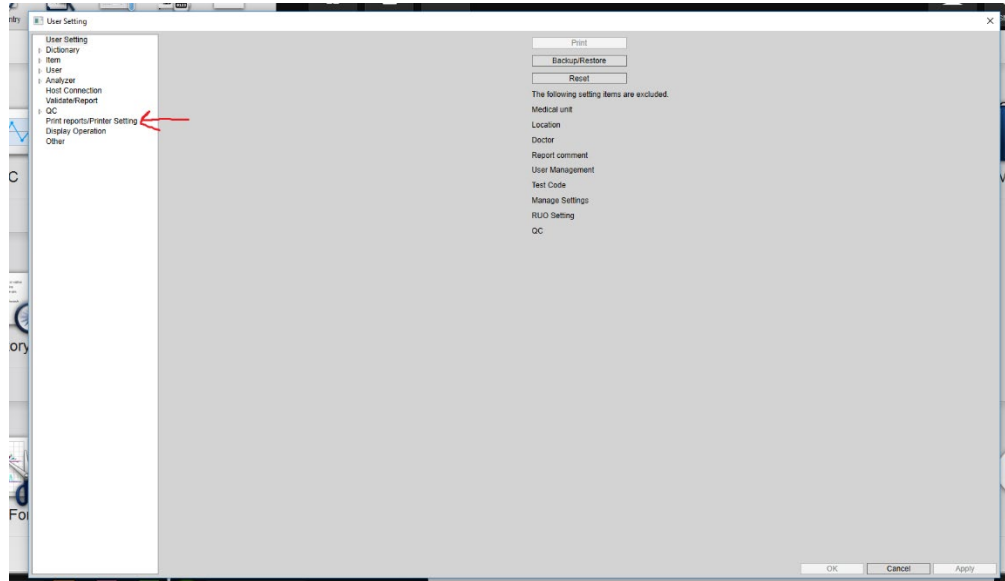
9.2.2 Record QC Outliers/Miscellaneous Issues on Q-Pulse: James-52: UN2000 QC Outlier and Issues Log

9.2.3 Enabling Printing

9.2.3.1 Log-in to the UDM as user: Admin password: admin

9.2.3.2 Select "User Setting"

9.2.3.3 Select "Print Reports/Printer Setting"



9.2.3.4 Change "GP" dropdown box from "Off" to "On"

9.2.3.5 Click "Apply" and "Cancel" to close the settings window.

9.2.3.6 For the printing settings to take effect, log out of the UDM and log back in again as either "Admin" or "un" profile.

9.2.4 Disabling Printing

9.2.4.1 Log-in to the UDM as user: Admin password: admin

9.2.4.2 Select "User Setting"

9.2.4.3 Select "Print Reports/Printer Setting"

9.2.4.4 Change "GP" dropdown box from "On" to "Off"

9.2.4.5 Click "Apply" and "Cancel" to close the settings window.

9.2.4.6 For the printing settings to take effect, log out of the UDM and log back in again as either "Admin" or "un" profile.

9.2.5 Printing Specific Results

9.2.5.1 Select "Explorer" tab to access patient results.

9.2.5.2 Highlight desired patient results from screen with single click or to view more details double click.

9.2.5.3 Select "Output" button on top of the screen.

9.2.5.4 Select "Report GP" to print out results or "Lab Print GP".

9.2.5.4.1 All results must be "validated" on the UDM for "Report GP" to be selectable.

9.2.6 Manual Orders on UDM

9.2.6.1 Manual orders can be placed on the UDM by selecting the "Order Entry" button.

9.2.6.2 Input patient specimen ID, MRN, and demographic information.

9.2.6.3 Select tests to run by selecting the "Test Selection" button.

9.2.6.4 “Chemistry” and “UF” panels are selectable.

9.2.6.5 Hit save to register manual order.

9.2.7 Contact MedCenter IT HELP desk (3-3861) for UDM Host Issues

9.2.7.1 Results will not cross over to IHIS when UDM Host icon is not green.

9.2.7.2 Verify presence of green color under UDM Host Icon following recovery from downtime.

9.2.7.3 Performing a shut down and power on of both the UF5000 and UDM computer may be necessary to resolve any UDM Host connection issues if contacting IT HELP does not resolve.

10. Chemistry AU Area:

10.1 Set instrument to print all patient reports:

10.1.1 When IHIS is down, you will need to print patient results

10.1.2 Instrument will need to be in “Standby”

10.1.3 Under MENU, select CONFIGURATION PARAMETERS, FORMAT, LIST FORMAT

10.1.4 Under the BASIC CONDITION tab, select EDIT, REALTIME LIST

10.1.5 Change the patient list from NONE using the dropdown tab to FORMAL RPT, select OK

10.1.6 Select CONFIRM

10.1.7 All patient reports will print after you select confirm.

10.1.8 AU700 patient print outs can be faxed to locations as applicable. Please write the fax number that it was sent to and note that in the computer when the results can be filled in the LIS.

10.1.9 After the down time, please set the instrument back to print NONE for patient reports.

10.1.10 Navigate to Home and click Resume Printing

10.2 Print patient results that have already run on the instrument

10.2.1 The instrument does not have to be in STANDBY to perform this function

10.2.2 In the RESULT screen, select SAMPLE MANAGER.

10.2.3 Select CLEAR ALL SAMPLES

10.2.4 Highlight patient results to be printed

10.2.5 Select “Print”

10.2.6 Select “OK”

10.3 Manually program patient samples

10.3.1 From the Home Screen, select →

10.3.2 TEST

10.3.2.1 It is important that you have the right sample kind with the right rack

- Routine = White
- Emergency = Red

10.3.2.2 Sample ID- Program in the MPI that is noted on the side of the specimen

10.3.2.3 Click to select the tests that were ordered and LIH so that the index can be run per sample

10.3.2.4 Under the Demographics Tab - it is important to enter the patients Name and medical record number because these print outs can be sent directly to the unit if results are not loading into IHIS

10.3.2.5 Select “SAVE”


10.3.2.6 CLOSE when you are finished

10.3.2.7 Place the specimen in the correct color of rack and place on rack feeder unit


10.3.2.8 Hit START, measurement will be performed for tests that are ordered

11. Atellica IM Area:


11.1 Enabling Printing of Automatic Reports

- 11.1.1 Select the Tool Bar icon in the bottom left corner of the home screen: 
- 11.1.2 Select “Reports Setup”.
- 11.1.3 Select the “Automatic Reports” tab. **Important: (Do not change any settings under the “Settings” tab).**
- 11.1.4 Review the left-hand side of the screen which involves “Results Reports”.
- 11.1.5 Select “Patient Summary Report” if not already chosen.
- 11.1.6 Change “Results Report Destination” from “Print to File” to “Print to Printer”.
 - 11.1.6.1 Ensure that the “Printer Options” below has HP Universal Printing PCL 6 selected.
 - 11.1.6.2 Ensure that “Results Count” box has 1 within it.
- 11.1.7 Click “Save” on the bottom right hand of the UDM screen.




11.2 Disabling Printing of Automatic Reports

- 11.2.1 Select the Tool Bar icon in the bottom left corner of the home screen: 
- 11.2.2 Select “Reports Setup”.
- 11.2.3 Select the “Automatic Reports” tab. **Important: (Do not change any settings under the “Settings” tab).**
- 11.2.4 Review the left-hand side of the screen which involves “Results Reports”.
- 11.2.5 Select “Patient Summary Report” if not already chosen.
- 11.2.6 Change “Results Report Destination” from “Print to Printer” to “Print to File”
- 11.2.7 Click “Save” on the bottom right of screen.

11.3 Print Screen

- 11.3.1 The user interface can be printed at any time by selecting the  icon and selecting “Screen Capture”.
- 11.3.2 Ensure that “HP Universal Printing PCL 6” is selected under “Printer Options”.

11.4 Programming Patient Orders Manually on the Atellica IM

- 11.4.1 Select the Tool Bar icon in the bottom left corner of the home screen: 
- 11.4.2 Select “Patient Orders”.
- 11.4.3 Enter or Scan sample ID barcode information.
 - 11.4.3.1 Hit the “Enter” key on keyboard once sample ID is inputted.
- 11.4.4 Update specimen type as Serum/Plasma.
 - 11.4.4.1 If the sample is manually diluted remember to enter the manual dilution factor.
- 11.4.5 Add patient demographics.
 - 11.4.5.1 Patient MRN ID.
 - 11.4.5.2 First name, Middle Name, Last Name, and Date of Birth.
- 11.4.6 Select the “Add Tests” icon once sample information and patient demographics.
- 11.4.7 Select the tests that you need to run on the sample.
 - 11.4.7.1 To remove a test from the order, select  next to that test.
 - 11.4.7.2 To add multiples of an ordered test, select  next to that test.
- 11.4.8 Select “Place Order” once tests have been chosen.

12. Unity Real Time Quality Control Program

12.1 Quality Control entry and evaluation during downtime

12.2 If the interface between instrumentation and Unity Real Time is down (Unity Connect), quality control results can be manually entered in Unity for the appropriate instrument/analyte and will be evaluated according to the same rules as if the data were received directly from the instrument.

12.3 You can try to reconnect the Watch Folders by hitting the Red Stop Button, this will stop watching folders. Then click on “Watch” which will restart the folders again. If your QC does not crossover, you can resend your QC from the instrument once the “Watch” folder is connected again.

12.4 If that does not work try: Click “Stop Watch”, go to File, Data Acquisition Manager, Service

12.4.1 Click “Stop service” wait 30 seconds.

12.4.2 Click "start service" wait 30 seconds

12.4.3 close the window

12.4.4 Click "start watch”

12.4.4.1 Tip: If you “start service” again and the green dot does not show up for the instrument you are having issues with, restart the computer and check again for green dots.

12.4.4.2 If all else fails, and Unity Connect states “Attempting to reconnect to Input device [device name] [1000 failed attempts], then unplug the Lantronix box behind the analyzer and plug it back in after 30 seconds.

12.5 In the event the entire Unity program is non-functional, each department has an Excel spreadsheet of **current means and SD ranges** that can be used to evaluate quality control data.

..\..\..\James Tower Lab\UnityReal Time\BACKUP QC_Current Means Unity

Once Unity is operational the data points can be entered for the required record retention period.

13 Telephone system down

13.1 In the event that the phone systems are down and all incoming and outgoing calls within the hospital are compromised the use of cell phones is permitted to communicate if there are no phones that are operational.

13.2 An emergency back-up telephone is located on the side wall of the James Lab pneumatic tube station. This is a landline phone for use during a failure of the network phone system. Phone # is 614-292-6054.

14 Power outage

14.1 In the event of a power outage some lights and outlets will be affected

14.2 Back up light kits / Flashlights and batteries can be found in the black Downtime toolbox.

14.3 Electrical outlets that will not work or have delays in power

14.3.1 White outlets will have no power

14.4 Red outlets are Emergency Power and will have a slight delay in switching over to the backup generator power but will have power.

15 Instrument AmeriWater/ Tower Equipment Company

15.1 Call service at the first sign of a problem AmeriWater/ Tower Water Company **614-888-6066 (Site # 0252163482)**.

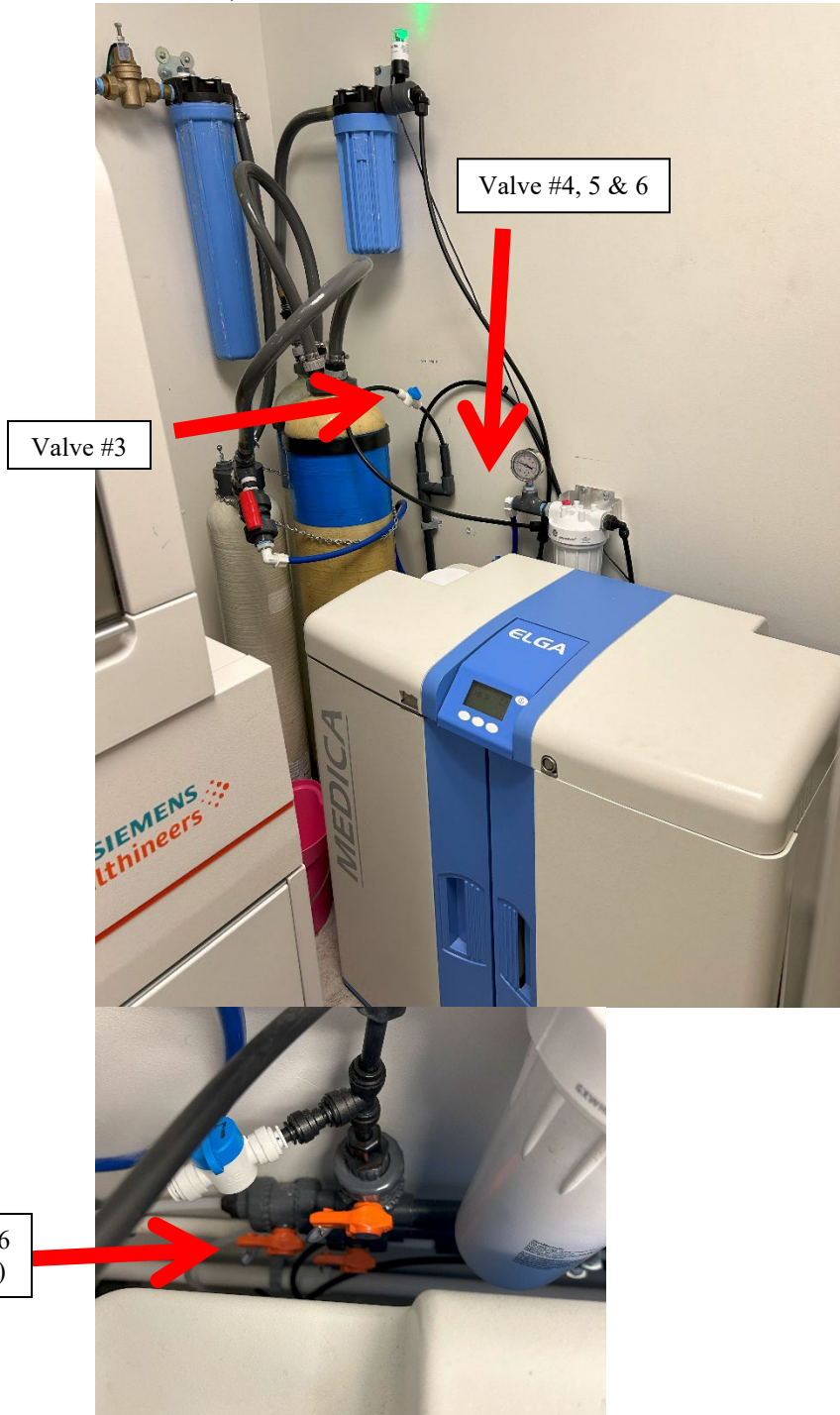
15.2 **Medica Pro (Chemistry Area); This workflow is subject to change and printout instructions of the workflow should be accessible near the Medica in the lab.** Normally Open Valves are 1, 2, 4, 5 (Pointed in the way the water flows)

15.2.2 Normally Closed Valves are 3, 6 (Turned to block the flow of water)

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15.2.3 If there is an error on the system that you can't get resolved, switch to the Medica Pro to bypass
Power the Media Unit Down

15.2.3.1 Open Valve 3 (located on the wall above the Medica Pro) run for 5 minutes, verify you
have a green light on the indicator light located at the top of the tank that hangs on the
wall, then close valve 3.



15.2.3.2 Close valves 4 & 5 on the Medica Loop (located on the wall near the Atellica)

15.2.3.3 Open Valve 6 (located on the wall near the Atellica)



15.3 ELGA Medica 15 (Hematology Area)

15.3.1 Also serviced by Tower Equipment Company.

15.3.2 **If the unit is not operating, the Sysmex RU-20 diluting unit will not run.**

15.3.3 See the 5Labs RU-20 Procedure, (5 L Heme-3), Section 7.3 for instructions on changing from Cellpack DST to Cellpack DCL during a downtime of the ELGA system.

16 RELATED DOCUMENTS

16.1 Refer to QPulse System or Document Detail Report for related Laboratory Policies, Procedures, and Master Forms