



# Rancho Los Amigos National Rehabilitation Center

## INFORMATION MANAGEMENT SERVICES

### POLICY AND PROCEDURE

**SUBJECT:** Clinical Laboratory Information System (CLIS)  
Downtime Notification Procedures

**Policy No.:** 519  
**Supersedes:** 3/07/01  
**Revision Date:** 7/23/03  
**Page:** 1 of 5

#### **Background**

In the event of planned or unplanned shutdown of the Clinical Laboratory Information System (CLIS), downtime notification procedures will ensure timely communication to all hospital areas that are affected.

#### **Purpose**

These procedures were developed for the purpose of facilitating the smooth transition from a computerized to a manual system, when necessary, during system downtime to deliver the highest quality patient care.

#### **Scope**

The scope of this policy and procedure is to develop a facility protocol to ensure that all affected parties are informed in a timely manner of the CLIS planned and unplanned downtime.

#### **Procedures**

##### **A. Planned Downtime**

Scheduled downtime initiated by Information Management Services (IMS).

##### **CLIS System Manager**

1. Obtains concurrence from Laboratory Management for planned downtime.
2. Notifies the Department Head/Designee via e-mail (Attachment I) of scheduled date and time of planned downtime.
3. Receives feedback from the Department Head/Designee and finalizes the date and time of planned downtime.
4. Notifies the Department Head/Designee of finalized date and time of planned downtime.
5. Addresses the necessity of implementing the CLIS Local Downtime Application during system downtime with the clinical laboratory management staff.
6. Sends an e-mail reminder the day before planned downtime to the applicable Department Contacts (Attachment I).

##### **Department Head/Designee**

1. The Department Head/Designee will receive the e-mail from the CLIS System Manager and will respond to issues concerning the proposed date and time (if any).

##### **Department Contact**

1. Receives e-mail from CLIS System Manager.
2. Informs staff of planned downtime date and time.

EFFECTIVE DATE:  
APPROVED BY:

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

3. Initiates downtime procedures according to applicable department procedures.
4. Ensures Department Head is aware of planned downtime.
5. Informs CLIS System Manager if problems arise.

Scheduled downtime initiated by the Clinical Laboratory Department.

**Clinical Laboratory Management Staff**

When the scheduled downtime is initiated by the Clinical Laboratory Department for any reason, e.g., testing of system downtime procedures, as required by the College of American Pathology (CAP) standards, it is the responsibility of the Clinical Lab Chief Technologist, Clinical Lab Director, or the Medical Technologist In-Charge to perform the following duties upon planned downtime:

1. Phone or e-mail the CLIS System Manager with the date and time of the downtime.
2. Inform laboratory staff of the date and time of the planned downtime.

**CLIS System Manager**

1. Notifies the Department Head/Designee via e-mail (Attachment I) of scheduled date and time of planned downtime, as appropriate.
2. Receives feedback from the Department Head/Designee and finalizes the date and time of the planned downtime, as appropriate.
3. Notifies the Department Head/Designee of finalized date and time of planned downtime, as appropriate.
4. Addresses the necessity of implementing the CLIS Local Downtime Application during system downtime with the Clinical Laboratory Management Staff, as appropriate.
5. Sends an e-mail reminder the day before planned downtime to the applicable Department Contacts, as appropriate.

**Department Contact**

1. Receives e-mail from CLIS System Manager and reminds appropriate staff.
2. Informs staff of planned downtime date and time.
3. Initiates downtime procedures according to applicable department procedures.
4. Informs CLIS System Manager if problems arise.

**B. Unplanned Downtime (Regular Working**

**Hours) Clinical Laboratory Staff**

Clinical laboratory staff are responsible for reporting system problems by way of pager or phone to the CLIS System Manager, CLIS Administrator or Help Desk.

**CLIS System Manager**

1. Receives page or telephone call from the clinical lab staff.
2. Notifies Department Head/Designee and Department Contact by e-mail of downtime.
3. Provides downtime status with estimates of downtime period to Department Head/Designee and Department Contact via e-mail as information becomes available.

**Department Contact**

Initiates downtime procedures according to applicable Department protocol.

**C. Resumption of System Processing – Planned/Unplanned (Regular Working Hours)**

**CLIS System Manager**

1. Informs Department Head/Designee and Department Contact (Attachment I) when downtime period is complete and issues resulting from downtime (if any).
2. Schedules a meeting with the Laboratory Management Staff to discuss the performance of the downtime procedures.
3. Provides a status of the downtime process to the IMS Manager, System Development.

**Department Contact**

1. Notifies staff to discontinue downtime procedures, and resume system processing per departmental procedures.

**D. Unplanned Downtime (Evenings, Weekends, and Holidays)**

**CLIS System Manager or CLIS System Administrator (On-Call)**

1. Receives “trouble” call from clinical laboratory staff.
2. Assesses problem and determines if system is “down”.
3. If unable to resolve or in need of assistance, pages for additional IMS technical support, e.g., IMS Manager, Network Services for assistance.
4. Contacts Hospital Charge Nurse and Telephone Operator with information that the system is “down”.
5. Keeps clinical laboratory staff informed of system status.

**Telephone Operator**

1. Receives phone call from CLIS System Manager or CLIS System Analyst (On-Call) that the system is down.
2. Contacts Chief Medical Officer On-Call, Laboratory Medical Technician (In-Charge), and all units with information that the system is “down”.

**Clinical Laboratory Staff**

1. Initiates downtime procedures according to applicable department protocol.

**E. Resumption of Unplanned Downtime (Evenings, Weekends, and**

**Holidays) CLIS System Manager or CLIS System Administrator (On-Call)**

Contacts the Facility Charge Nurse, Telephone Operator, and the Laboratory Medical Technician (In-Charge) to inform them that the system is functional.

**Telephone Operator**

Contacts Chief Medical Officer On-Call, Laboratory, Respiratory and all Units to inform them the system is functional.

**Laboratory Medical Technician (In-Charge)**

Notifies staff to discontinue downtime procedures, and resume system processing per departmental procedures.

**Attachment I****Clinical Laboratory Information System (CLIS)  
Downtime Department Contacts (Regular Working Hours)**

<b>Department</b>	<b>Department Head/Designee</b>	<b>Department Contact</b>
Allied Health Division (AHD)	Monica Tognella (7454)	Monica Tognella (7454)
Ambulatory Care	Pat Flores (7282)	Cynthia Nealon (8256)
Anesthesiology	Dr. Hingnikar (7755)	Dr. Hingnikar (7755)
Cardiology Lab	Valerie Orange (6250) Dr. DeBord (7251) Dr. Szlachcic (7221)	John Greenwood (376) Yvonne Huffman (7212) alternate
Case Management	Helena Williams (6750) Georges Gentry (6226) alternate	Helena Williams (6750) Georges Gentry (6226) alternate
Central Admitting and Referral Office (CARO)	Keith Kovach (7346) Nancy Barnett (7322)	Pat Anderson (6629) Anita Garza (6538) alternate
Central Clinic I Central Clinic II Comarr Clinic Urology Clinic	Pat Flores (7282)	Cynthia Nealon (8256)
Dentistry	Dr. DeBord (7251) Pat Holody (7282)	Beatriz Ponce (7251)
Health Information Management	Jerry Cernik (7325) Pgr: 800-800-9456 Amada Lascano (7150)	Amada Lascano (7150) Mattie Record (7126) alternate
Information Management Services	Jerry Cernik (7325) Pgr: 800-800-9456 Betty Romeo-Cholakian (7117) Pgr: 466-0933	Francis Tang (7363) Pgr: 466-0911 William Fung (6111) Pgr: 466-2926 John Ortega (8469) Pgr: 466-0895 Help Desk (7373 or 4357)
Information Management Services (CLIS Support)	<b>Pamela Clardy (7306) Pgr: 466-8906</b> <b>Robbie Widjaja (7906) Pgr. 466-7086</b> Wu-Chau Pan (7211) Pgr: 466-0957	<b>Pamela Clardy (7306) Pgr: 466-8906</b> <b>Robbie Widjaja (7906) Pgr. 466-7086</b> Wu-Chau Pan (7211) Pgr: 466-0957
Laboratory	Cheryl Guinn (7602) (Administrator) Dr. Sugantha Rajan (8991) Boontar Valinluck (8991)	Medical Tech In-Charge (8991) Boontar Valinluck (8991)
Laboratory (Microbiology)	Dr. Sugantha Rajan (8994) Boontar Valinluck (8991)	Dr. Hanna Canawati (7071) Ron Maas (7782)
Laboratory (Pathology)	Dr. Sugantha Rajan (8991) Boontar Valinluck (8991)	Dr. Kanel (8991)
Medical Administration	Dr. DeBord (7251) Dr. Waters (7161)	Dr. DeBord (7251)
Medical Consultants	Dr. DeBord (7251) Dr. Gong (7221) alternate Dr. Chui (6265) alternate Dr. Gilgoff (7847) alternate	Mary Hernandez (7847) Rita Musick (7221) Lynn Lattanzi (7166) Chris Sell-Porter (6265)
Medical Imaging	Cheryl Guinn (7602) (Administrator) Dr. Stewart (7543)	Ken Whitlock (7536) Joann Mingura (7535) alternate

Nuclear Medicine	Cheryl Guinn (7602) (Administrator)	Julie Yu (7543) Bernice Williams (7543) alternate
Nursing Units	Valerie Orange (6250) (Administrator) Karen Wunch (7911)	903 (7873), 904 (7776), 904E (7773) 101 (8128) and 102 (8054) 1NO (6208) and 1SO (6210) 2NO (6219) and 2SO (6221) 3NO (6230) and 3SO (6232)
Nutrition	Cheryl Guinn (7602) (Administrator) Diann Pedregon (7151)	Lillian Lafitte (7191) Ethel Turpin (4171) alternate
Pulmonary Lab	Valerie Orange (6250) (Administrator) Dr. DeBord (7251) Dr. Krishanareddy (7611) Dr. Topacio (7551)	Jerry Valencia (7506) Clementine Brown (7506) alternate
Quality Resources	Douglas Cairns (7814) Petra Palma-Appel (7712)	Steve Hamburger (7842)
Respiratory	Karen Wunch (7911) (Administrator) Subodh Sharma (7606) Glynis Frederick (7581)	Subodh Sharma (7606) Glynis Frederick (7581) alternate
Surgery/Recovery	Valerie Orange (6250) (Administrator) Louise Tafoya (7302)	Louise Tafoya (7302) Pam Clardy (7306) alternate