

**OLIVE VIEW-UCLA MEDICAL CENTER  
DEPARTMENT OF PATHOLOGY  
POLICY & PROCEDURE**

**NUMBER: 2302  
VERSION: 1**

**SUBJECT/TITLE: MISC-012 COMPUTER DOWNTIME**

**POLICY:** Computer Downtime

**PURPOSE:** When the hospital information system goes down, either for routine maintenance or unscheduled reasons, it is necessary to follow specific protocols to ensure that laboratory data are available for patient care and for entry when the computer becomes functional.

**DEPARTMENTS: PATHOLOGY**

**DEFINITIONS:  
PROCEDURE:**

**GENERAL PROTOCOL**

The Specimen Accessioning area will manually log specimens and, for specimens that do not have accession numbers (drawn/ordered after the computer goes down), “downtime” numbers will be issued. The “downtime labels” are barcode labels with preprinted accession numbers. The labels contain a set of four (4) identical numbers per label. This will allow multiple specimens with the same container type to be given the same downtime label numbers.

The specimens will be delivered in the usual manner to the Laboratory with the requisition for tests ordered, as appropriate. Tests will be run according to the following protocols:

**ACCESSION AREA**

1. Each specimen will be labeled with the appropriate Orchid Downtime specimen Label.
2. An identical Orchid Downtime specimen Label will be placed on the downtime Request form.
3. The following information from the patient requisition must be entered on the Downtime Log:
  - Patient’s name
  - Patient’s Medical Record Unique Number (MRUN)
  - Location and ordering Physician
  - Specimen Downtime Number (Accession #)
  - Collection and Received Time

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- Test(s) ordered
- Processor's initial

## **INSTRUMENT SPECIFIC PROTOCOLS**

### **1. UNICEL DxH800 ANALYZER**

- Check the orders on the Requisition slip and group the specimens according to CBC, CBC with diff and Retic.
- Change the test on the default test order screen before loading specimens.
- Load the specimen with the downtime label onto the analyzer.
- Once the result print-out is obtained, write the patient's Name and MRUN on the printout.
- The CLS will review the results, initial and date the printout, then attach to the requisition slip.
- Carefully check that the patient information on the requisition slip matches the information on the specimen tube.
- Call STAT and Critical results to RN or MD. Document the recipient's name, extension and the time of the call on the report form. Please follow our "read back" protocol.
- If a manual differential or scan is required, write "Manual diff or Scan" on the result printout, then give the form to the Lab Assistant for smear preparation.

### **2. BECKMAN Dx C800 ANALYZER**

- From the main menu, go to Program Sample
- Select Sample ID and enter "downtime barcode accession #"
- Select F2 (Demographic) to enter patient's information
- Carefully check that the patient information on the requisition matches the information on the specimen tube
- Enter patient's demographics from the requisition slip. For positive identifiers enter the patient's name, MRUN (medical record unique number), date of birth and location
- Order panel of tests and/or individual tests, then select OK
- Select NEXT (F10)
- Load specimen onto the analyzer
- Call Stat and Critical results to the RN or MD. Document the recipient's name, extension, and the time of the call on the report form. Please follow our "read back" protocol.
- The CLS will review the results, initial and date the printout, then attach to the requisition slip.

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### **3. STAGO STAR MAX ANALYZER**

- All samples must be ordered manually in the STA Coag Expert, prior to running the sample in the instrument. Results received from the instrument without existing orders will be assigned a generic name that looks like: “NX-001XXXXXXXXXXXXX”
- Tests added to the existing order or reruns ordered directly on the instrument will be captured.
- From the Main Menu under Workstation, choose Manual Order Entry
- The window for the Manual Order Entry will open.
- Click on **New** to add a new patient. The Patient files admission/modification window will appear. Enter the Patient ID and the Name (last name), which are mandatory. Then click on Add tests
- Double click on the test from the **Batteries and profiles** column or **Unit tests** column, on the left, to add a test. They should appear on the right side. You can also type in the name of the test on the **Fast test entry** box then hit enter to add a test. To remove test, highlight the test on the right side and click on the red ‘x’. Click **Validate** to complete.
- The **Prescription** window will appear. Type in or scan the Downtime sample ID, enter the collection Date and Time, then click **OK**.
- Printing individual patient results:
  - In STA Coag Expert, go to Main Menu then Dashboard
  - Check Transmitted only
  - Click **Patient Result Report**
  - Select patient then click **Preview**
  - Window will open with the patient’s result
  - Verify Patient information, Sample ID, results, Date &Time of collection.
  - Click printer icon to print
  - Fax to patient location.
- The CLS will review the results, initial and date the printout, then attach to the requisition slip.
- Carefully check that the patient information on the requisition matches the information on the specimen tube.
- Call STAT and Critical results to RN or MD. Document the recipient’s name, extension and the time of the call on the report form.
- Please follow our “read back” protocol.

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#### **4. iQ200 SERIES ANALYZER**

- A UA requisition slip indicating patient's demographics and order information or Downtime barcode number must be checked prior to analysis
- Attach barcode label provided by specimen processing to the test tube
- Pour 3 mL of urine into the test tube
- Run the urinalysis in the usual manner
- Click Worklist
- On the Worklist screen, highlight selected patient
- Click EDIT DEMOGRAPHICS and enter patient's information
- Click OK
- Continue to edit the microscopic and accept results
- Result printout must be reviewed, signed and dated, it is best to time stamp the completed report
- Call or fax Stats to requesting unit.

#### **5. ABBOTT ARCHITECT i1000 ANALYZER**

##### **Changing the Report Setting for single patient printout:**

- Select **REPORTS**—Printing from the System Categories list on the **Configuration** screen.
- Select **F6** to configure
- The Configure reports-printing window displays.
- Under the Automatic report printing, change the following:  
**Sample: ON**  
**Sample Laboratory: ON**  
**Results List: OFF**
- Select **DONE** to save your changes

##### **To program downtime barcode label:**

- Go to the **ORDER**
- On the drop down menu access the **PATIENT ORDER** screen
- Make sure the Single Patient view is selected.
- Enter the accession # (assigned downtime barcode label). Carefully check that the patient information on the requisition matches the Information on the specimen tube
- Select the desired assay from the Assays list.
- Select **F2-Sample Details** to enter patient information in the appropriate data entry box (es).
- Select **DONE** to save your changes and return to the Patient order screen.
- Select **F3—Add order**
- A printout of EACH patient is generated and ensure that the

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MRUN (medical record unique number) must be written down below the patient's name if you missed entering it in the demographic section.

- Call STAT and Critical results to the RN or MD. Document the recipient's name, extension, and the time of the call on the report form. Please follow our "read back" protocol.
- Result printout must be reviewed, signed and dated by the CLS performing the test. Time stamp the completed report.

**FAX NUMBERS TO FLOORS:**

- ER-----74298
- NICU-----74837
- 5BN & 5BS-----73386
- 4BN & 4BS-----74841
- 5A-----74908
- MED WALK IN -----74780

**NOTE:**

**All result print-outs are filed alphabetically in a sorter for convenient accessibility during telephone calls for result inquiry.**

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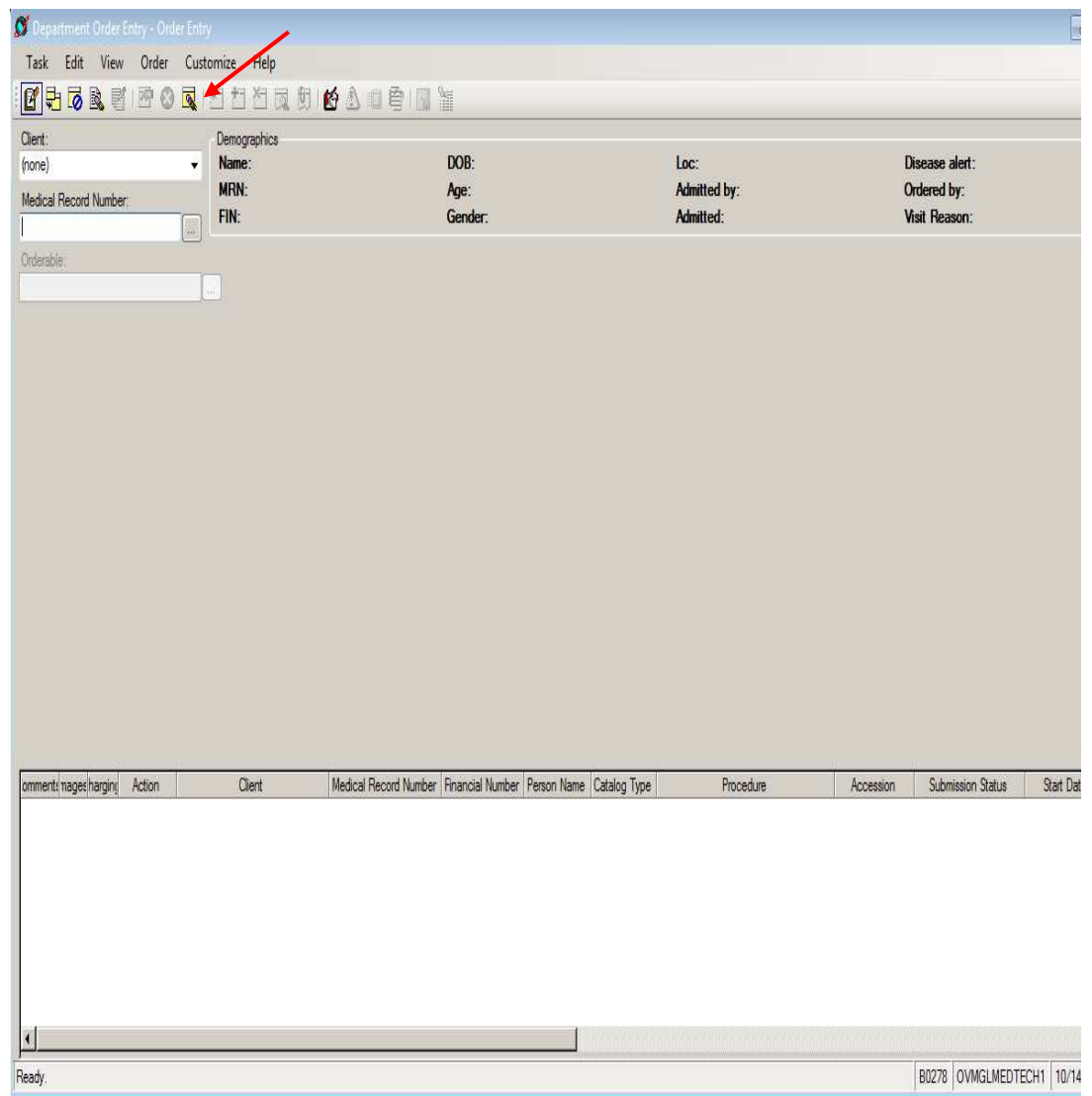
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**WHEN THE COMPUTER IS UP**

- When Orchid comes back up, the patient's FIN # will be used as the identifier to bring up the patient.
- The Downtime specimen label will be used when ordering in Orchid. See procedure below.

**Procedure:**

1. When the computer comes back up and Registration has been placed, go to Department Order Entry and Click on the ellipses button after Person Name field.

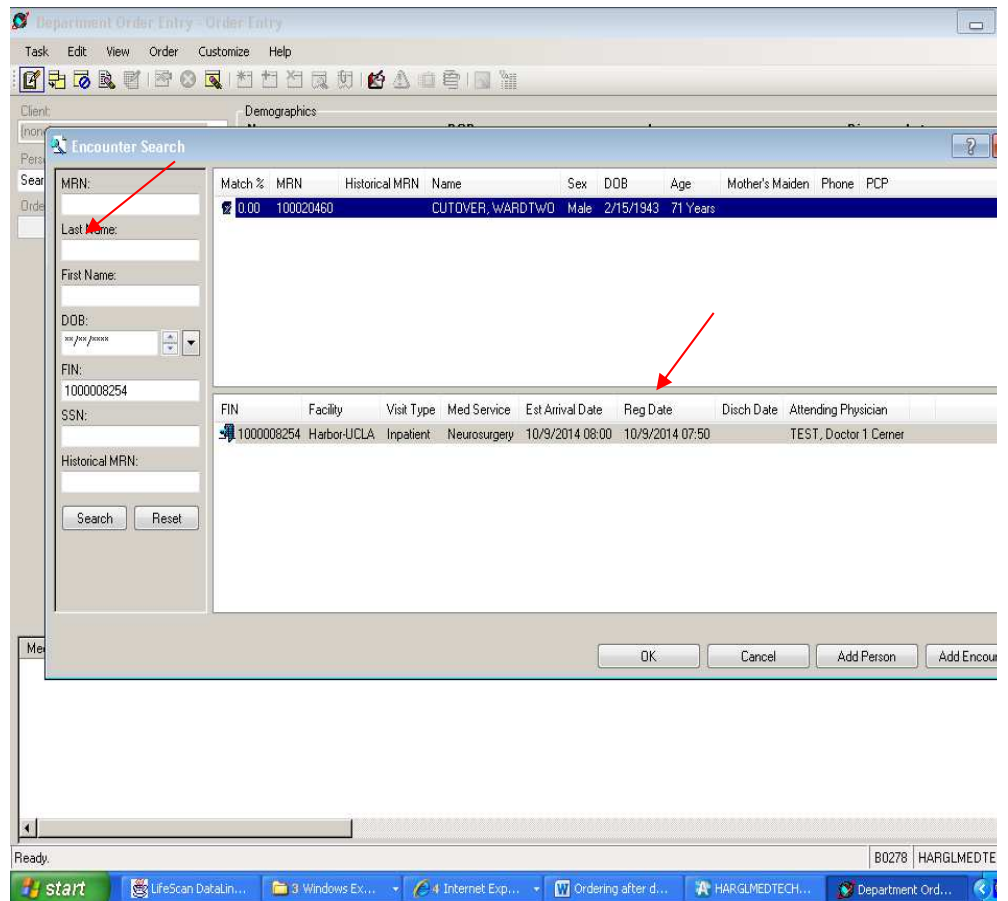


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2. Scan (or type) patient's FIN number and press enter key to bring up patient. Review screen to make sure the patient's name and Identifier matches Downtime Request. If it is the correct patient, click on OK button otherwise click on the Cancel button and scan/enter the FIN number.

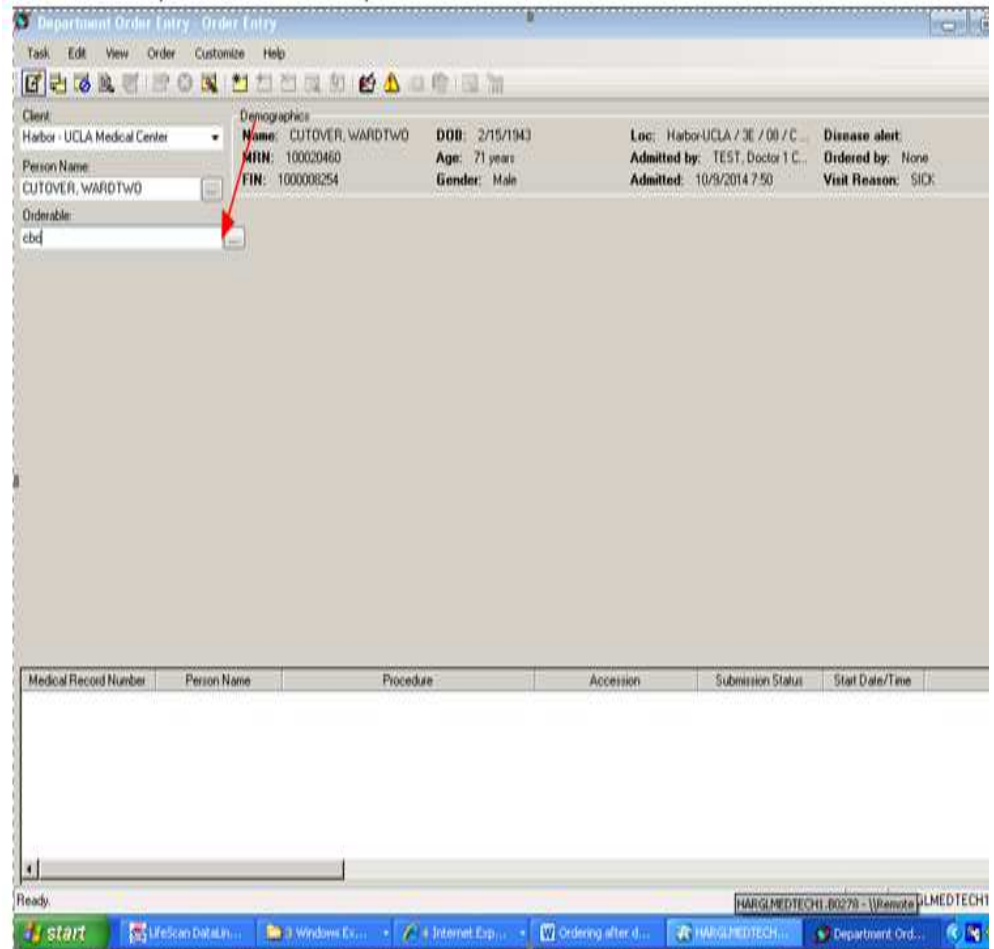


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3. Enter the orderable test, since manual assign accession number will be used, order only the test that is associated with the accession number that is going to be entered, then press the enter key. Enter the Downtime specimen label number in the manual assign accession number field.



4. The sample information will pop up, you will need to complete the following:
  - a. collection priority, check collected (so it does not go on a collection list)
  - b. the date and time of collection (found on request form)
  - c. Collected by (written on request form)
  - d. Specimen received date and time (see time stamp on request form)
  - e. Uncheck Print label Y/N
  - f. Select "None" for label printer (drop down)
  - g. Scan/Type Downtime Specimen number (found on request form)
  - h. Either place order on notepad, review and submit, or review information and submit.

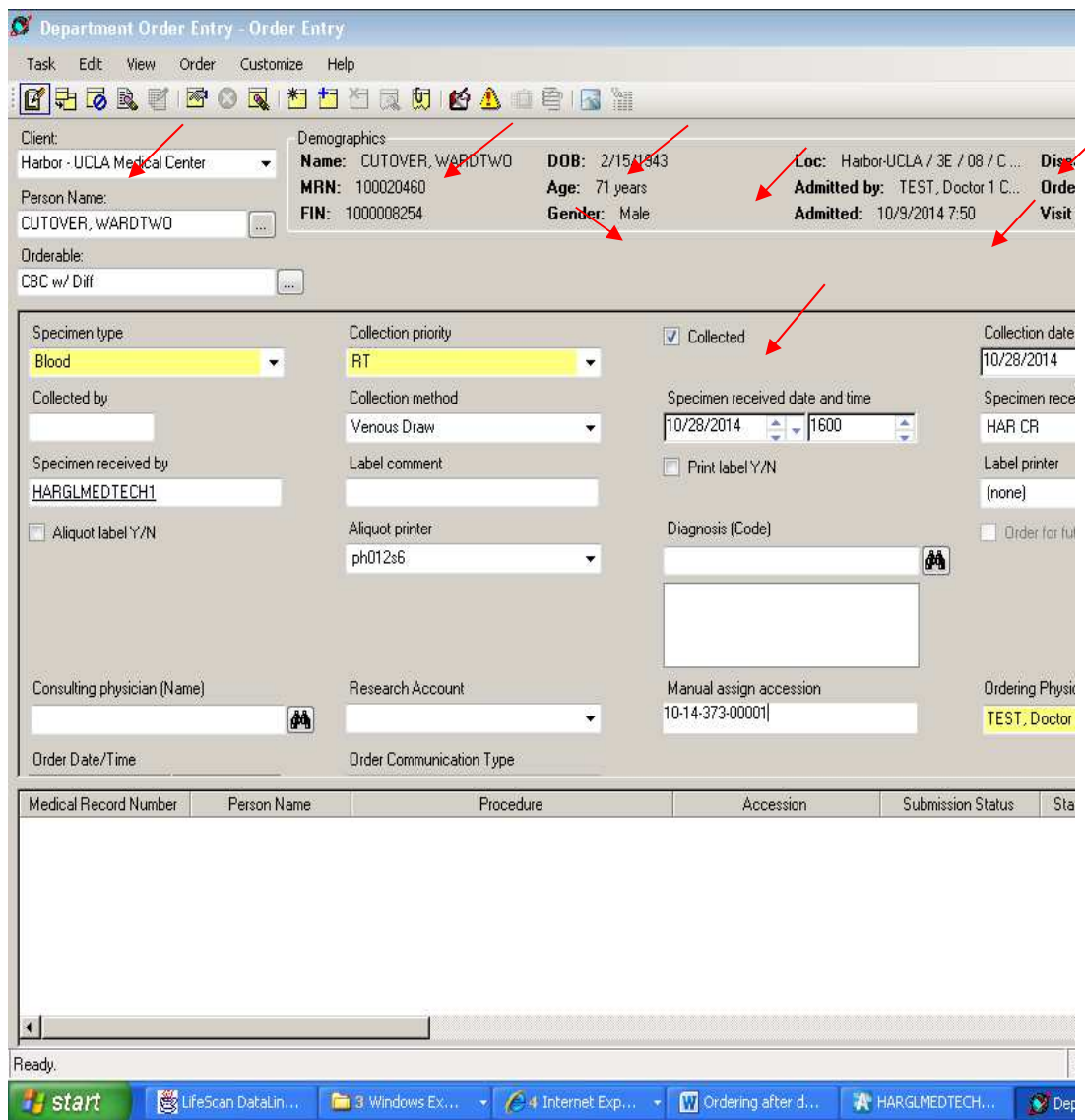


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i. Repeat steps for each accession number.



5. Receive the accession in Specimen Log-in
6. Manually transmit results from the analyzer to host.  
See detailed instruction on how to transmit results on the analyzer.
7. If results cannot be transmitted, manually enter the result in ARE.  
Perform clerical check for accuracy.
8. Submit all downtime printout and paper requisition to clerical department when completed.

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