SUNY DOWNSTATE MEDICAL CENTER
DEPARTMENT OF PATHOLOGY
POLICY AND PROCEDURE

☒ CLINICAL LABORATORIES   ☒ BAY RIDGE

Subject: UHB/CERNER LABORATORY
INFORMATION SYSTEM DOWNTIME

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PURPOSE:

To ensure data integrity and uninterrupted delivery of laboratory services (results reporting) during partial or complete downtime of UHB/Cerner Laboratory Information System.

POLICY:

1.   The Hospital Information Systems Department and all laboratory sections have established a downtime procedure or workflow to be used in the event of a system downtime.*(See departments downtime procedures)*

2.   All system downtime procedures and workflows must be readily available to their appropriate users.

3.   All end users must follow the system downtime procedures and workflows created for their departments.

4.   Unscheduled downtime must be documented with the reasons for failure and corrective actions taken.

5.   Downtime for maintenance must be scheduled.

6.   The Information System's department and the Laboratory Accession clerks will notify all nursing stations, suites, and services by phone or e-mail.

7.   If the downtime is scheduled, the notification will include the time the system will go down and the time the system is expected to be operational again.

8.   Immediately after the system or systems become operational, the Information System's department and Laboratory Accession clerks will notify all nursing stations, suites, and services.

9.   Information Service department must be notified at **extension 1085** in case of an unscheduled downtime.

PROCEDURE:

(a)   **CERNER**

In the event that the UHB/Cerner Laboratory Information System encounters partial or complete shutdown, the following downtime procedure is implemented for laboratory services.

Nursing Stations and Suites:
(See nursing stations and suites' downtime workflow)

1)   Fill out manual requisition slips with test requests and patient demographics (patient's name, location, patient medical record number, patient current serial number, doctor's name, and date of request).

2)   Collection specimens (blood, urine, fluids, etc) from patients, label specimen containers, and delivery to the laboratory central accessioning room A2-428 for processing.

Laboratory Functions:
(See laboratory departments' downtime procedures and workflows)

1)   Process specimens based on tests requested.

2)   Write or staple results on requisition slips.

3)   Report all critical and stats results to the appropriate physician, nursing station or clinical area.

4)   Record in the department logbook the name of the person who received the results and the time it was reported.

5)   Log all results in their appropriate workstation logbook.

6)   Photocopy logbooks with results and fax or deliver copies to nursing stations and suites.

7)   Hold requisition slips with results in the central accessioning and/or laboratory area until the computer is operational.

System Operational

    Accession Room:

    1)   Order all tests requested during downtime from their requisition slips.

    2)   Log-in all tests ordered.

    3)   Return all requisitions slips with results to the appropriate laboratory section.

    Laboratory Sections:

    1)   Enter and verify all results.

    2)   Eagle Hospital Information System (HIS).

In the event that the Eagle HIS is down, the following downtime procedure is implemented for laboratory services.
(See "HIS Ancillary Downtime Procedures" and "Laboratory Ordering Procedure during Eagle Downtime" workflow)

    1)   Verify patient registration in Cerner Information System.

    2)   Register new patients in Cerner Information System when necessary.

    3)   Order tests requested in Cerner.