SUNY Downstate Medical Center -University Hospital of Brooklyn Network
Department of Pathology Policy and Procedure

Subject: LAB 29 UHB - ANATOMICAL PATHOLOGY INFORMATION SYSTEM DOWNTIME

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Supporting Documents:

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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 Anatomic Pathology Information System.

Policy:

1. The Hospital Information Systems Department (HIS) and all laboratory sections have established a downtime procedure and workflow to be used in the event of systems downtime.

2. All systems downtime procedure and workflows must be readily available to the appropriate users.

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

4. Unscheduled downtime must be documented with the reason for failure and corrective action taken.

5. Downtime for maintenance must be scheduled.

6. The Information System's department and the Anatomic Pathology clerks will notify all nursing stations, suites, and services by phone and\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 Anatomic Pathology clerks will notify all nursing stations, suites and services.

9. Information Service Department must be immediately notified at **extension 1085** in case of any system unscheduled downtime.

Procedure:

(a) **COPATHPLUS AND EAGLE**

In the even that the UHB Cerner Anatomic Pathology Information System and EAGLE Computer System encounter partial or complete shutdown, the following downtime procedure is implemented for Laboratory services.

Nursing Stations and Suites

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

(b) Collect specimens (blood, urine, fluids, etc) from patients, label specimen containers, and delivery to the laboratory central accession department room A2-428 for processing.

Surgical and Cytology Functions:

1. Process specimens based on test 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. (Refer to LAB Policy # 7 and 34)

4. Record in the department logbook the name of the person who received the results and the time it was reported. Confirm with read-back procedure for critical values (LAB # 34).

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.

(b) **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 and THOMIS Information System.

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

3) Accession requested procedure in CoPathPlus.

Reference:

C.A.P.: Gen.43099, Gen.43837, Gen.44200

JCAHO: IM. 2.30, IM. 3.10