POLICY #: LS.PAL.0079

(replaces VII.iii.1120)

TITLE: COMPUTER DOWNTIME PROCEDURE

DATE OF ISSUE: 2/10/04
DATE(s) OF REVISION: 3/10/17
DATE(s) OF REVIEW: SEE BELOW

APPROVAL: Dr. Lenhardt, MD, PhD 11/28/05
Noemi Bentley, CT 11/1/05

FACILITIES COVERED: ☒ **AOMC**   ☐ **AMS**   ☐ **SJH**   ☐ **IDMH**

OWNER(S): LABORATORY, CLA SUPERVISOR

PROCEDURE: COMPUTER DOWNTIME PROCEDURE

GENERAL:
1) If told to log off the system, complete specimens and log off. If extra time is needed, inform LIS staff immediately. Do **not** log back onto the system until told to do so by LIS staff, management or supervisor.
2) You may be asked to assist in other than routine duties during and after a downtime.
3) Depending on the length of the downtime, the anticipated time the recovery will begin and the system(s) involved, you may be asked to work beyond your shift to help with the recovery.

MANAGEMENT:
Downtime
1) Obtain an estimate of when the back-up or main server will be available to support operations. Assess staffing and the amount of testing to be completed when the system is operational. Request volunteers from appropriate areas to work overtime as deemed appropriate. Invoke mandatory overtime if necessary.
2) Support LIS consultations with the vendor(s). Escalate event within vendor hierarchy as necessary. Obtain internal support from MIS as necessary.
3) Handle customer complaints.

Recovery
1) Review Supervisor assessments and update protocol.
2) Assess situation internally with LIS staff and conduct evaluation with vendor.

ACCESSIONING:
Before Scheduled Downtime
1) Call all units and inform them that the computer will be going down at (time). Remind them that a completed Downtime Sheet must accompany the specimens. They must also identify the tube if a Stat is requested. Remind units that do not have CAs that they must call for all draws since we will not be getting labels.

POLICY #: LS.PAL.0079

      (replaces VII.iii.1120)

TITLE: COMPUTER DOWNTIME PROCEDURE

ACCESSIONING continued:

Downtime
1) Call all units as outlined above
2) Maintain a log of the location of any specimen that will not be found racked in accessioning.
3) The specimens should be processed as required and taken back to the appropriate sections to be ran. Document in the log.

4) All specimens should be processed as much as possible, i.e. centrifuged, plasma/ serum taken off and refrigerated or frozen, 24 hour urines measured and aliquoted, etc. Specimens that are remaining at room temperature should be racked; document in the log the location of other specimens. Keep all patient specimens together as much as possible.

5) Organize and label specimen racks either by time (all of the 9 am specimens together, etc.) or by alphabet (all of the patients with last names starting with A, B, or C together, etc.). Decide on a system and stick with it; label racks accordingly.

Recovery
1) Notify the units that the system is back up.
2) Carefully relabel specimens; use the log to track down specimens.
3) For specimens without labels, check on the laboratory system for the order and force print the label. If there is no order on the laboratory system, check in the hospital computer for an order. If one exists, cancel the test and then reorder. Do **not** put the specimen in the extra tube rack until it has been thoroughly investigated.

REGISTRATION:

Downtime
1) **If Sunquest is down,** continue registrations as usual in Soarian and order the tests in Quadramed. You will not have Sunquest labels so follow Accessioning 2b-2e process above.
2) **If Soarian is down,** perform both registration and test order entry in Quadramed. Write the MR#, Visit# or ECD#, your initials and the **date of specimen collection** on the requisition.
3) **You will have Sunquest labels. Process specimens as usual.**
4) **If Quadramed is down,** continue registrations as usual in Soarian and order the tests in Sunquest. Refer to the procedure, 'How to Order Tests in Sunquest when Quadramed is Down'.

POLICY #: LS.PAL.0079
         (replaces VII.iii.1120)   **Page 3 of 4**
TITLE: COMPUTER DOWNTIME PROCEDURE

Recovery

1) **If the laboratory system was down, there should be no recovery.**   The barcode labels will start printing in the order the tests were placed in the hospital system. Label the specimens appropriately and perform the scanning and decant processes. The specimens might have already been processed manually by this time, however, the label will dictate if you still need to go to the Decant screen for your aliquot labels and specimen storage information.
2) **If Soarian was down**, complete registrations using the 'Check Patient In (Downtime Recovery)' function. Refer to 'Soarian Downtime Recovery Procedure' on how to upload registration information from Quadramed into Soarian. Do not rush and make entry errors.
3) **If Quadramed was down, there should be no recovery.** The tests have been ordered in Sunquest, processed and probably resulted by this time. Results will automatically cross to Quadramed for providers to view on Chart Review.
4) The lab must perform all test order entry for the ED, Nursing units/ floors, OP and all reference specimens from different sites. Please refer to the Down Sheets to know what tests to order for each patient. Make sure to check the patient's full name and date of birth against the information on the Down Sheet. Call the ED for any discrepancy.
5) Depending on when the system comes back up, someone from the section may be asked to work OT to help with the recovery.

BLOOD BANK:
1) Run STAT testing off-line and fax results.
2) Please refer to the section's procedure manual for a more detailed computer downtime procedure specific to your area.
3) Depending on when the system comes back up, someone from the section may be asked to work OT to help with the recovery.

CORE LABORATORY:
1) Run STAT testing off-line and fax results.
2) Please refer to the section's procedure manual for a more detailed computer downtime procedure specific to your area.
3) Depending on when the system comes back up, someone from the section may be asked to work OT to help with the recovery.

MICROBIOLOGY:
1) Before the scheduled downtime: Print worklist(s) as appropriate.
2) Run STAT testing off-line and fax results.
3) Please refer to the section's procedure manual for a more detailed computer downtime procedure specific to your area.
4) Depending on when the system comes back up, someone from the section may be asked to work OT to help with the recovery.

SPECIAL CHEMISTRY:
1) Before Scheduled Downtime: Print worklist(s) as appropriate.
2) Run STAT testing off-line and fax results.
3) Please refer to the section's procedure manual for a more detailed computer downtime procedure specific to your area.

POLICY #: LS.PAL.0079
      (replaces VII.iii.1120)
TITLE: COMPUTER DOWNTIME PROCEDURE

SPECIAL CHEMISTRY continued:

4) <u>Depending on when the system comes back up, someone from the section may be asked to work OT to help with the recovery.</u>

LABORATORY INFORMATION SYSTEMS (LIS):
Before Scheduled Downtime:
1) Notify all users as soon as the date and time have been determined.

Downtime:
1) Obtain status updates from the vendor(s); keep management informed and recommend escalation of event as appropriate.
2) Document problems and solutions/ non-solutions for future reference.

Recovery:
1) Verify that no data has been lost. Notify Section Supervisors if test must be rerun or data re-entered.
2) Perform internal assessment of causes and responses to the downtime and then conduct evaluation with vendor.
3) Implement any recommendations.

CYTOLOGY:
1) Run STAT testing off-line and call results.
2) Please refer to the section's procedure manual for a more detailed computer downtime procedure specific to your area.
3) <u>Depending on when the system comes back up, someone from the section may be asked to work OT to help with the recovery.</u>

Revised By: Noemi Bentley, MT	Date: 3/10/17
Revisions Approved and Signed: Terence Lenhardt, MD, PhD	Date: 3/10/17
Systems Director: Judy Wolf, MT(ASCP)	Date: 3/10/17

Revisions Made:
  1. Added Soarian to Quadramed and Sunquest downtime recovery processes.
  2. Added Arnot Health to the heading.
  3. Added downtime sheets
  4. Added 'Refer to section's specific downtime procedure'.
  5. Added to all sections, 'someone from the section may be asked to work OT to help with recovery'.	

Annual Review:
Noemi Bentley 11/1/05; NB NB 10/18/06; NB 1/29/07; NB 8/1/08: NB 6/19/09; NB 8/3/10
NB 8/2/11; NB 8/7/12; NB 8/12/13; NB 8/11/14; NB 8/10/15; NB 8/10/16; NB 3/9/17
NB 8/1/18; NB 8/22/19