

Point of Care Need to know information:

Hours: Monday thru Friday 0700-1700

Phone: 859-301-7628

Email: POCT@stelizabeth.com

Please look at the tips below after hours if you need to do some trouble shooting.

BEFORE CALLING POINT OF CARE ABOUT A BROKEN OR MALFUNCTIONING GLUCOSE METER:

-If your meter is not working properly, the first step should be to remove the battery for 60 seconds, put it back in-verify label is facing you- and give the meter time to reboot. A green upwards arrow indicates proper meter function. A yellow triangle indicates this procedure should be repeated.

-If the meter does not come back to life, please email us at POCT@stelizabeth.com or contact POC during or after working hours at 17628 and leave a message

-If it is a true emergency, please contact the Lab and they will call the appropriate Coordinator

Technical Services: 1-800-545-6682 (zip code 41017)

BEFORE CALLING POINT OF CARE ABOUT A MALFUNCTIONING iSTAT:

-If you are having issues with your iSTAT

Check the cartridge packet to make sure it is in date

Run an electronic simulator

Re-dock the meter and ensure it fully uploads/downloads

If you get a cartridge error:

Rerun another cartridge

Make sure you hold it by the sides or the thumb grip, NEVER TOUCH THE TOP (TEST IS READ

HERE) OR THE MIDDLE (AIR PACK BURST RUINS THE CARTRIDGE)

Make sure the sample is not clotted

iSTAT Technical Support: 1-800-366-8020 Prompt 1

BEFORE CALLING POINT OF CARE ABOUT A MALFUNCTIONING Clinitek:

1. If the picture of the UA test strip is missing from the main menu screen, then the 2 levels of Kenlor controls must be run and must pass to perform patient testing.
2. The test table insert should be clean of debris and can be wiped with an alcohol prep. When placing the test strip on the test table, the strip must rest all the way to the top of the test table insert.
3. The entire test table can be removed from the instrument and the WHITE Calibration Bar can be rinsed with water and wiped with a soft lint free cloth. Reinsert and turn instrument off/on for it to reset.

Ensure QC is MIXED and not expired! Get a new vial of QC if needed.

Clinitek Technical Support: 1-877-229-3711 Prompt 13, Prompt 2 (need instrument serial #)

BEFORE CALLING POINT OF CARE ABOUT A MALFUNCTIONING Coaguchek:

Clean strip guide

Remove/replace batteries

Verify chip code for strips match strips in use

Verify chip code for QC matched QC in use.

If instrument has locked screen, it is necessary to run the 2 levels of Liquid Quality Controls. If the department needs this QC, it can be found in the main Point of Care office at Edgewood and Security can allow access.

Roche Technical Services 1-800-428-4674

BEFORE CALLING POINT OF CARE ABOUT A MALFUNCTIONING ABL Flex Plus 90:

Verify if calibration or QC issue. QC or calibration issues have yellow or red on the stoplight

Yellow light: Identify if it is a calibration or QC issue and run accordingly

Red light: Identify if it is a calibration or QC issue and run accordingly or Call POC at 1-7628.

Verify sensor cassette and solution pack have reagent left and are not expired.

Please see your Radiometer ABL90 Fast Facts attached to the analyzer.

Radiometer Technical Services is available 24/7 @ 1-800-736-0600. Phone numbers and IDs are located on each instrument.

BEFORE CALLING POINT OF CARE ABOUT A MALFUNCTIONING Hemochron:

Turn off and back on or press Data Base #6 key to redownload the instrument to the Network. This is especially important if all operator's ID are invalid – the Hemochron has downloaded a "corrupt" Operator list and needs to be correcting by redownloading.

If LQC is due, then 2 levels of ACT controls must be run to perform patient testing.

Werfen Technical Services 24/7: 1-800-678-0710