CERNER DOWNTIME - LAB

| **COLLECTING BLOOD** | |
| --- | --- |
| 1 | Nurse will provide phlebotomist with orders and a sheet of labels |
| 2 | Collect appropriate samples (ask clarifying questions if unsure of specimen tube color) |
| 3 | Notate collection date, time, and 3-4 ID on specimen and order requisition |
| 4 | Provide nurse with carbon copy of order sheet |
|  |  |
| **RECEIVING SPECIMENS** | |
| 1 | Place patient label on downtime log book and fill out log |
| 2 | Fill out order requisition with downtime log book page number, time received, and initial |
| 3 | Retrieve appropriate result forms and place patient labels on each result form |
| 4 | Notate ordered tests on respective result form |
| 5 | Place order requisition in file tray for later reconciliation |
|  | |
| **TESTING & RESULTING** | |
| 1 | Place downtime label on each specimen |
| 2 | Perform testing |
| 2a | For Lactic Acids & Troponins: Utilize communication log to ensure adequate communication for serial test |
| 3 | Notate results on result form |
| 4 | Fax results to floor |
| 5 | Retrieve fax confirmation |
| 6 | Place completed results in box |
|  | |
| **RECONCILIATION** | |
| 1 | Combine order requisitions and result form |
| 2 | Order test in DOE using the downtime accession number on the result form |
| 3 | Host results to LIS and result |
| 4 | Cancel duplicate orders if applicable |
| 5 | Initial order form – LIS resulted |
| 6 | 2nd individual - Perform QA review and initial |
|  | |
| **QA Review** | |
| 1 | Perform tertiary review for manual entry and file |

CERNER DOWNTIME - NURSING

| **ORDERING PROCESS (INCLUDING ADD-ON’S and RESPIRATORY ORDERS)** | |
| --- | --- |
| 1 | Laboratory orders will be ordered on the downtime order form |
| 2 | Ensure correct ordering provider name is on downtime order form (NOT admitting physician unless same) |
| 3 | Attach a page of chart labels with the downtime order form |
| 4 | Document time collected on order sheet |
| 5 | **Separate order sheet and send top copy with specimens (DO NOT FAX ORDER SHEET TO LAB)** |
|  |  |
| **TIMED/SCHEDULED/REFLEXED TESTS** | |
| 1 | Reflexed Results – lab will call all lactic acid and troponin results to RN to verify if another one is required. If an additional one is required, a downtime order form should be completed with the draw time. Laboratory should be notified when it is draw time or when the specimen is ready for pick-up |
| 2 | Timed tests – Each must be ordered on downtime order form (even orders in CareConnect prior to downtime that are requested need a downtime order form) |
| 3 | Ensure correct ordering provider name is on downtime order form (NOT admitting physician unless same) |
| 4 | Separate order sheet and send top copy to laboratory (DO NOT FAX ORDER SHEET TO LAB) |
| 5 | Call laboratory at ext. **1155** or **1162** for pick-up of specimens and order sheet |
| 6 | Results will be faxed to the department (for pre-op and specials – results will be delivered to the departments) |
|  | |
| **CRITICAL RESULTS** | |
| 1 | Critical results will be called to RN and documented by laboratory staff on the result sheet. |
|  | |
| **POINT OF CARE TESTING (POCT)** | |
| 1 | Results of all POCT will be documented on the POCT log |
| 2 | Laboratory staff will collect the POCT downtime form |
|  | |
| **BLOOD BANK ORDERS** | |
| 1 | Blood bank laboratory orders will be ordered on downtime form |
| 2 | Ensure correct ordering provider name is on downtime order form (NOT admitting physician unless same) |
| 3 | Attach a page of chart labels with the downtime order form |
| 4 | Document time collected on order sheet |
| 5 | Separate order sheet and send top copy with specimens (DO NOT FAX ORDER SHEET TO LAB) |