


Name of Policy:	<u>Laboratory Downtime Procedure</u>	 Effective Date: 6/10/2008 Initial Effective Date: 5/1/2006
Policy Number:	3364-107-313	
Department:	Pathology-Laboratory	
Approving Officer:	Director, Clinical Pathology/Hematopathology	
Responsible Agent:	Manager, Lab	
Scope:	Pathology-Laboratory	
<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy		<input type="checkbox"/> Minor/technical revision of existing policy <input checked="" type="checkbox"/> Reaffirmation of existing policy

(A) Policy Statement

Procedures for the operation of the laboratory during computer outages, either of the lab systems or other related systems, are available to all.

(B) Purpose of Policy

To assure that all personnel know how to keep the laboratory functioning during planned or unplanned computer outages.

(C) Procedure

1. Procedures for operation of the lab when the laboratory computer systems are unavailable are established and maintained in the individual departments of the lab. These procedures are part of each area's policy manual. These policies are in effect when the lab system is unavailable, or when all network connectivity has been lost.
2. Modifications of the standard downtime procedures are in effect when other related systems in the hospital are unavailable.
 - ❖ When the STAR patient registration and billing system is down, but the lab system is still up, normal computerized processing can still occur on any patients with the current admission in the lab system. If the patient does not have a current registration, that patient's orders will be handled by the normal downtime procedures. For all test, the billing records will not be posted into STAR, but will be held in queue until the system is restored, at which time they will post normally.
 - ❖ When the Care Manager system is down, manual requisitions for all new orders will be sent to the laboratory, and they will be manually logged into the lab systems. These and any orders already transmitted to the lab system will be processed using normal procedures. The results will be available to the floor by telephone, and inpatient reports will be generated every 2 hours and tubed to the floors if the downtime is lengthy.
 - ❖ When the E-Gate interface engine is down, new STAR registrations and Care Manager orders will not reach the lab. For new admits, regular down time procedures will be used. For existing patients, down time procedures will be used. For existing patients, down time will be handled the same as it CARE Manager was down. Care Manager orders will be sent on manual requisitions, and the floors are asked NOT to enter them in Care Manager.
3. Verifying the integrity of the systems prior to use is the responsibility of the IS analyst assigned to them.

