LABORATORY DOWNTIME PROCEDURE

Summary of Changes

	NEW	Previous
BC Cancer	CERNER LABORATORY DOWNTIME PROCEDURE Applicable to: VCC Laboratory	CAIS DOWNTIME PROCEDURE

1. Introduction

1.1. Focus

To provide instructions and delineate roles and responsibilities for program required documentation in the event of downtime, including data recovery procedures when uptime resumes.

1.2. Health Organization Site Applicability

Vancouver Cancer Center

1.3. Practice Level

- Laboratory Clinics

1.4. Definitions

Planned Downtime

- Occurs at a scheduled time to minimize impact to patient care.
- Scheduled to complete system maintenance or upgrades.

Unplanned Downtime

- Occurs unexpectedly.
- Length is unknown and dependent on the time required to identify and remediate the cause.
- Results from hardware failure, power outage, or network outage.

1.5.   Need to Know

- **This document can be used in supplement with other clinic specific downtime procedures/forms that have been determined.**
- A Visio guide is also available in your downtime guides
- Downtime procedures are available on SHOP
    - http://shop.healthcarebc.ca/_layouts/15/DocIdRedir.aspx?ID=SHOP-1273641220-966
- Downtime forms are available on SHOP
    - http://shop.healthcarebc.ca/_layouts/15/DocIdRedir.aspx?ID=SHOP-1273641220-967
- Chemo PPO's available on BC Cancer Website or H/Drive
    - http://www.bccancer.bc.ca/health-professionals/clinical-resources/chemotherapy-protocols
    - H:\EVERYONE\SYSTEMIC\Chemo\Orders
- PPO's available from CST share-point or in paper form in your downtime guides
- Clinic discretion has been determined as paramount in a downtime, procedures and determined roles are to serve as guidelines. Clinical judgement that prioritizes patient care and safety should be prioritized in the event of a downtime.

1.6.   Equipment and Supplies

- Downtime Guides
- Downtime Tool-Kits
- Downtime Forms
- 7/24 downtime viewers

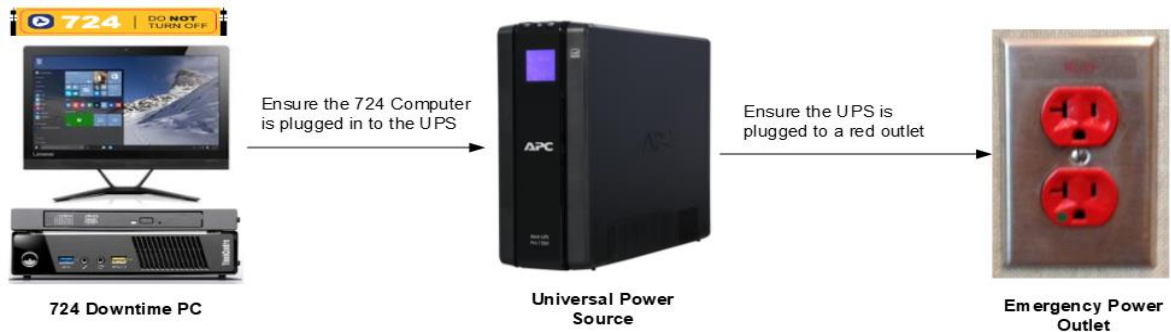## 724Access® Downtime Viewer and 724 Computers

To ensure that the 724 computer is fully functional and usable during a downtime, complete the checklist of activities below before a planned downtime:

- Ensure the 724 downtime computer is always powered on and is connected to the network.
- Do not hold down the power button to shut down the computer unless instructed by IMITS or Service Desk for troubleshooting purposes. Pressing the power button to turn off the computer prevents it from shutting down properly, and could potentially corrupt the patient downtime data that is locally installed on it.
- Check that the 724 computer is connected to the Universal Power Source (UPS). The UPS is connected to a red plug that allows the computer to run on emergency power

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during a power outage. See the diagram below for reference. This step is not applicable to those sites without emergency power.

- If a printer is connected to the 724 computer, check that the printer is also plugged into the Emergency Power Outlet. This step is not applicable to those sites without emergency power.

2. Procedure

2.1.   Steps and Rationale

Planned vs Unplanned?

Site informed through the IMITS process.

- If downtime is planned, date and time is provided.

- If downtime is unplanned, continuous updates and delay estimates will be relayed

If Planned

- Alert staff/clinical leads of date and time

- Print required patient information

- Distribute/locate paper forms as needed

- Print Clinic Schedule if not already printed

If Unplanned

- Assess the type of downtime – Network? Power?

- Utilize 7/24 viewers

- Locate paper forms/procedures in downtime guides/tool-kit

- Leverage other clinical applications in your clinic (e.g., CareConnect, ARIA, ClearDent, etc..)

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2.2. Site Specific Practices

- Currently only validated for Vancouver Cancer Center Labs

Specimen Received without Patient

	Workflow Step	Downtime Action – CERNER DOWN	Role Responsible
1.	Specimen Received (No Patient)	Continue registration in SunQuest Notes: Samples can still be received in SunQuest. Prioritize Phlebotomy in downtime → Cancer Genetics (uses hard-copies)	Lab Tech
2.	Type of specimen: A. Community Requisition + Specimen or Cerner Requisition with no active orders in SQ B. Cerner Requisition + specimen with active orders in SQ	Continue as normal. Once Cerner is up, patient must be registered in Cerner in order to receive result from SunQuest.	Cerner backfill department whole Designate someone to WQM

3.	A. Register specimen in Sunquest	Proceed with registration of specimen in SunQuest	
	B. Receive the specimen in Sunquest		
	END		

Patient picking up Specimen Kit:

#	Workflow Step	Downtime Action	Role Responsible
1.	Patient picking up Specimen Kit	Kit's are prepared head of time by vendor No documentation entered after kit is provided Lab results will be available in CareConnect	No process required
2.	Provide patient with specimen kit		

Patient present for specimen collection or Patient dropping off specimen:

#	Workflow Step	Downtime Action	Role Responsible
1.	Patient present for Specimen collection OR Patient dropping off specimen	Check for any encounter using 724 CPU	
2.	Use **Open Outpatient Recurring Clinic** encounter if: 1. Patient has Cerner encounter open 2. Encounter is same as clinic ordering lab tests 3. Encounter is from a clinic form the same facility Register Patient as in CST Cerner as **Lab Outpatient** encounter if 1, 2 and 3 are not met.	No encounter → DT registration process 724 CPU → Open Outpatient Recurring Clinic Encounter	

3.	Type of Visit: A. CST Cerner Future Requisition B. Community Requisition C. Returning patient with standing orders (verbal communication)		

	A. CST Cerner Future Requisition:
	
	1. Activate future lab orders on Future Order Mpage in PowerChart
	
	2. Standing order?
	    a. Yes – Provide return instructions to patient → **End**
	    b. No → **End**
		Power plan orders can have lab orders attached. Order sets available in 724 CPU.
		
		Providers can access lab information via call center.
		
		Orders are not available in 724 system.
		
		Activation in Cerner would not be possible until system returns
			MLA's

	B. Community Requisition Standing Order? Yes: 1. Order entry into SQ Standing Module and activate today's standing order. 2. Provide return instructions to patient → **End** No: 1. Order Entry in SQ	Community requisitions in a downtime: Advise patient to visit another clinic or come back ➔ Low likelihood ➔ Non-urgent	

	→ **END**		
	C. Returning patient with standing orders (verbal communication. Check if order is in SQ or Cerner	SunQuest can be used, if both down 724 CPU.	
	1. Cerner → Activate future lab orders on Future Orders Mpage in PowerChart → END	Activation in Cerner would not be possible until system returns.	
	2. Activate today's standing order → **END**	Manually enter order into SunQuest.	

2.3.   Documentation

Order Type	Recovery Process	Role Responsible
PATIENT CARE Orders (separate from medication orders)	• Back enter all current / future orders (orders that affect future care) that are on-going after downtime, except those that have been faxed to a receiving department (e.g. consults). • Do not back enter any orders that have been completed in	NP, MD

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	their entirety during downtime. Those orders will be documented on the relevant downtime form and these will be scanned to the patient chart once CST uptime resumes.	
Diagnostic Test Orders – LAB	• Enter into Cerner any lab orders for ongoing laboratory tests only if the requisition was not sent to the lab. • Do not enter orders for lab tests for which the requisition has been sent. They will be managed by the lab (Sunquest facility) or by private labs such as Excelleris.	NP, MD
Diagnostic Test Orders –MEDICAL IMAGING	• Enter into Cerner diagnostic imaging orders that have not been sent to a Medical Imaging department via paper requisition that has been faxed. • Do not back enter medical imaging orders for which the requisition has been sent. They will be managed by the department that processes the orders.	NP, MD

3. Related Documents and References

3.1. Related Documents

• None to date

3.2. References

4. Appendices

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Approving Body:	Multidisciplinary, please refer to downtime coordinators list via Center Services Manger. Karen Arnason – Team Lead, Specimen Procurement & Flow Cytometry Rob Kirkpatrick – Manager, Lab Operations, BCCA Site Rob Garubio – Site Supervisor, Pathology		
Final Sign Off:	**Name**	**Title**	**Date Signed**
	Multidisciplinary	Aneil Dhaliwal	6-JUN-2021
Developed By:	**Name**	**Dept.**	**HO**
	Aneil Dhaliwal	BC Cancer Project Manager	PHSA
	Karin Eyres	CST Project Manager	CST
Owner(s):	Aneeta Kassam	Center Services Manager	
	Steven Brown	Clinical Informatics Director	
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