

# Sunquest Downtime

On **Sunday March 15, 2020 at 9am** the Sunquest Lab System and Sunquest Collection Manager will be **unavailable for 6-8 hours** for a required upgrade. This will affect both UH Downtown and Community Campus. Communications will be sent out once the Lab systems have been restored and orders can be reconciled.

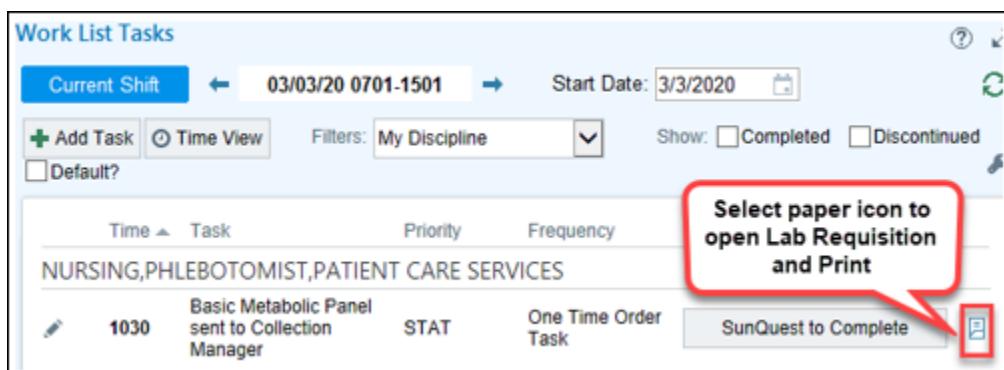
**Clinical Staff should anticipate on completing all routine/required lab collections before the downtime begins and submit samples by 8am to have results reported before downtime begins.** Clinical staff should limit the lab requests to STAT and Urgent lab orders during the downtime hours. Request providers to postpone routine orders when possible.

## What Should Clinical Staff Expect After 9AM:

- Lab Collection Button will display error message if selected. CLM application will not open.
- Lab labels will NOT print on CLM printers or blaster printers at any location.
- Lab results will NOT be available in EPIC up to 8 hours.
- STAT lab results will be manually faxed to departments.
  - Ensure adequate attention to fax printers/stocked with paper
- Critical results will be called to departments.
- POC devices such as Glucometers/iSTAT's will function but results will not file to Epic.
  - DOWNTIME OVERRIDE may be required on POC instruments.
  - [F90065 - Record All results on POC Downtime/Edit Form](#)
  - [F81141 – Downtime Blood Glucose Management Record \(Department specific\)](#)

## Process for Collecting Labs During Downtime:

- Release EPIC lab orders and STAT auto-release labs as usual.
- Print EPIC paper requisition for all lab orders or complete a downtime lab requisition.
  - Lab requisitions must be accompanied with sample
  - Lab will only perform tests listed on requisitions



Work List Tasks

Current Shift: 03/03/20 0701-1501 Start Date: 3/3/2020

Add Task Time View Filters: My Discipline Show: Completed, Discontinued

Default?

Time	Task	Priority	Frequency	
NURSING,PHLEBOTOMIST,PATIENT CARE SERVICES				
1030	Basic Metabolic Panel sent to Collection Manager	STAT	One Time Order Task	SunQuest to Complete

Select paper icon to open Lab Requisition and Print

Continued...

- All samples MUST be labeled with the following
  - EPIC patient Account label; patient Name, MRN, Acct#, DOB
  - Collector's Employee ID and initials must be written on each sample
  - Collection Date and Time
  - Document any additional information on paper requisition as needed
  - One patient per Biohazard bag
- EPIC orders will remain in pending status in EPIC
  - "Needs to be collected" status will display in EPIC
  - After all Lab systems are restored results will file from lab generated order.
  - Reconcile lab orders that correspond to lab generated order

Result will be final on lab generated order only when collected during downtime hours.  
Reconcile Epic order in managed orders

BASIC METABOLIC PANEL	Basic Metabolic P...	Blood	Needs to be Collected
BASIC METABOLIC PANEL	Basic Metabolic P...	Plasma	Final result

- Reconcile/Discontinue lab orders in EPIC Manage orders when appropriate.

Other Orders

Other Orders

Basic Metabolic Panel

Modify Discontinue

Providers

Ordering Information

Order mode  Ordered During Downtime

Filter:  Treatment team

Ordered During Downtime

Title

Verbal with readback

Telephone with readback

Per protocol

Ordered During Downtime

Entry Information

Ordered During Downtime

Entered by

SEAMON, ANGELIQUE

Comments

Add any additional comments as needed

Accept Cancel

- Clinical Support Staff (CPOE) will be available for troubleshooting
  - Vocera Clinical Support
  - Call 315 441-0093