

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.

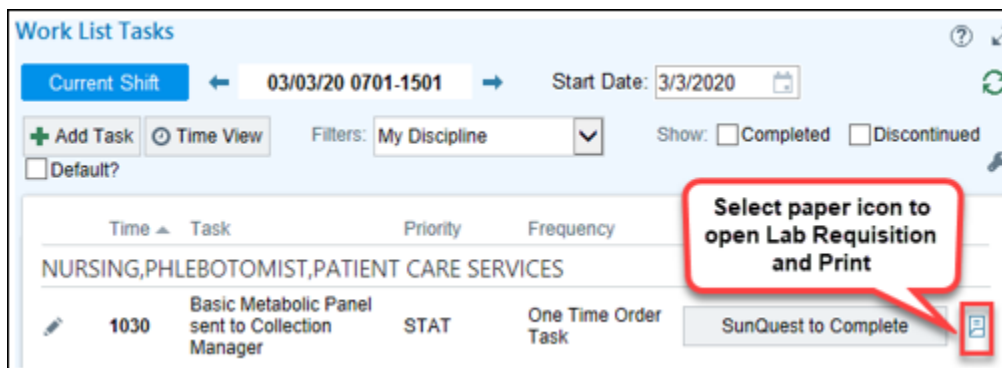
Clinical Staff should anticipate on completing all routine/required lab collections before the downtime begins and submit samples by 8am to have results reported before downtime begins. Clinical staff should limit the lab requests to STAT and Urgent lab orders during the downtime hours. Request providers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



The screenshot shows the 'Work List Tasks' interface in EPIC. At the top, it displays 'Current Shift' as '03/03/20 0701-1501' and 'Start Date' as '3/3/2020'. Below this are controls for '+ Add Task', 'Time View', 'Filters: My Discipline', and 'Show: Completed Discontinued'. The main table lists tasks, with one task highlighted: '1030 Basic Metabolic Panel sent to Collection Manager' with 'STAT' priority and 'One Time Order Task' frequency. A red callout box points to a paper icon in the bottom right corner of the task row, with the text 'Select paper icon to open Lab Requisition and Print'.

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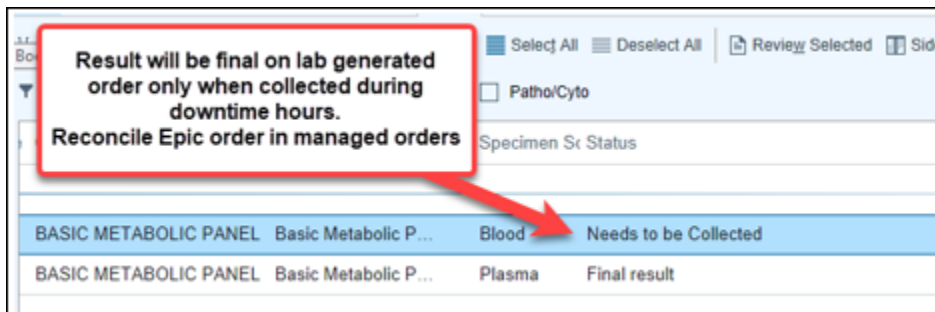
TCOE Created: 03.04.2020 JAR

TCOE Revised: 03.10.2020 JAR

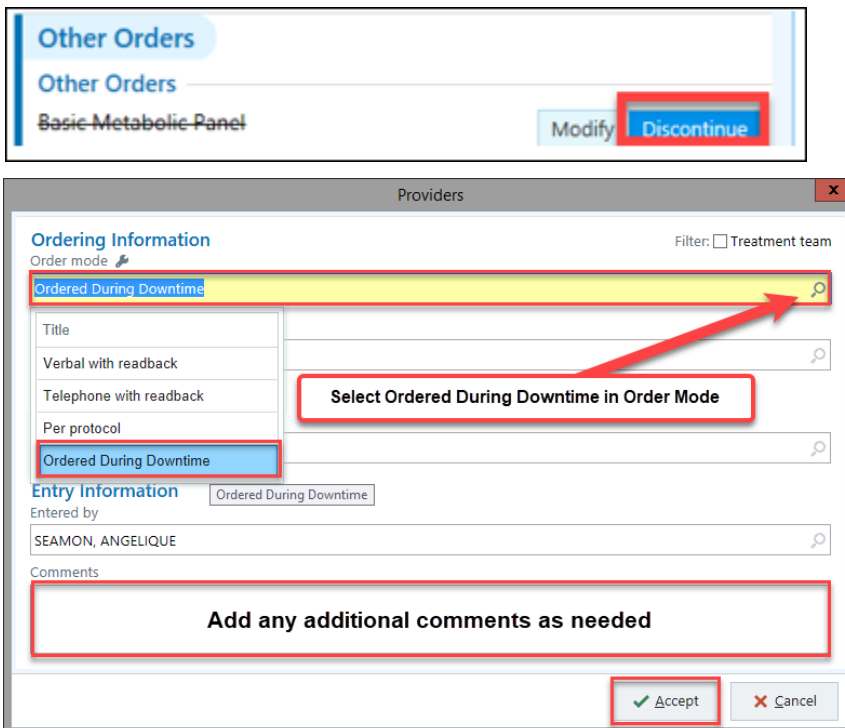
Approved: 03.04.2020 KC

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- 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



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



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