

# IMPORTANT! Lab-wide Interface Downtime Communication

Purpose: To communicate downtime impact and countermeasures for nursing and providers.

## SITUATION/BACKGROUND

- From 10 pm on Saturday 7/24/2021 to 4 am on Sunday 7/25/2021, all Lab instrument interfaces with EPIC will be down due to a required upgrade.
- Labs may be ordered in EPIC as usual, however some results will NOT be immediately available in EPIC [please see detail below].
- There will be no impact on ordering blood products.
- Point of care testing is not impacted [Glucometer & iStat] – Results will be in EPIC.

## ASSESSMENT

### Operational Impact:

- The following STAT results will NOT be immediately visible in EPIC, but will be sent through P-tube to the ordering departments:
  - Blood Gases results [please leverage iSTAT when possible].
  - Chemistry results except for troponin
  - Hematology (CBC, Retic) results
  - Urinalysis results
- The following results will be available in EPIC
  - All POC testing (iSTAT & glucometer) results
  - Coagulation studies
  - Troponin
  - Body fluid cell count/differential/STAT Gram Stains
  - RAPID COVID results
  - Whole blood Lactate/Ionized Calcium
- **Note: All Interventional Platform & ED labs will be available in EPIC, except urinalysis results. Urinalysis results will be sent to the ordering department through the pTube.**
- System Voalte messages will be sent for updates or changes.
- Routine labs & those sent previously via the P-Tube will be available in EPIC when the interface is reestablished [Approximately 4 am Sunday].

## RECOMMENDATIONS

1. Order STAT labs only if clinically necessary.
2. In case of unplanned P-tube downtime, please check Fax machines for results.
3. Please refrain from calling the lab for routine labs. All efforts will be focused on sorting, testing, and resulting samples. **\*Distraction may cause errors and will cause further delays.**
4. When calling Lab for expediting a sample, please have patient MRN and collection time available.
5. Use iSTAT/POCT whenever possible [blood gases, etc.]

Please contact the downtime captain at 650-206-3407 for urgent request/inquiry.