

# LABORATORY TRANSFORMATION

## Downtime Checklist



### Before Downtime

**Before March 1, 2024**

- Avoid scheduling patients for lab-only visits on March 1, 2024
- Inform patients there may be some slight delays in lab results around transition

#### *Need help during downtime or recovery?*

##### **Specimen status/test questions:**

- 21st Ave. Campus: 615-835-5227 (5-LABS)
- Vanderbilt Wilson: 615-443-2539
- Vanderbilt Bedford: 931-685-8800
- Vanderbilt Tullahoma: 931-393-7978

##### **IT/technical issues:**

Call IT Help Desk (615-343-HELP) or submit special "Lab transformation" Pegasus ticket

##### **Urgent issues:**

Contact your house supervisor or administrative coordinator

**Support team members will be on-site and available for assistance**



### During Downtime

**March 1 at 7:00 PM - March 2 at 2:00 AM**

#### **How to order tests and collect specimens**

- Only STAT orders for chemistry, hematology, coagulation, urinalysis, rapid COVID/RSV/Flu and Strep tests, and blood and CSF cultures will be processed and resultated
- Follow standard order process in eStar
- Nurses should print lab requisition order and add date/time to specimen label
- Call Lab (5-LABS) to follow up with any outpatient STAT orders (will not be automatically processed) and order STAT courier
- Do not change test priority (STAT vs. Routine) after specimen sent to lab (order new test)
- Do not order add-on tests (order new tests)

#### **How to get results**

- Routine tests will be collected during downtime and then processed/resultated during recovery
- STAT test results to be sent to inpatient floor/clinic
  - Critical results called in to floor/clinic
  - All results faxed to floor/clinic and visible in Media tab of eStar (15 minute delay for Media tab results)



### During Recovery

**March 2 from 2:00 AM - 9:00 AM**

#### **Managing downtime orders and results**

- All downtime orders will be canceled and re-ordered by Lab (so results can be sent electronically and not manually transcribed)
  - Will show as "canceled to reconcile downtime" in Lab tab of eStar with new Specimen ID number
  - Click lab result to see detail
    - Order time is when sample was collected
    - Result time is when test was re-ordered by Lab (not when resultated during downtime)
- Critical alerts generated during downtime will be purged to avoid duplicate alerts

#### **How to order tests and collect specimens**

- Place orders for any non-critical tests not ordered during downtime
- Follow standard collection process

#### **Resulting information**

- Routine tests ordered during downtime will now be processed and resultated
- 1-2 days' delay for routine microbiology (e.g., urine and throat cultures) collected on March 1
- 1-2 additional days for surgical pathology specimens collected on March 1