

Instructions for Completing the Bon Secours HealthPartners Laboratories Manual Laboratory Test Request Form During Information System Downtime

- 1. The manual Bon Secours HealthPartners Laboratories Laboratory Request Form for testing must be completed.**
- 2. Use one request form for each patient and each collection time/occurrence.**
- 3. Specimens submitted to the laboratory during downtime must be received with a completed form. This includes “Hold” specimens.**
- 4. The following information must be completed on the form:**
 - ✓ Patient Name (First and Last Name)**
 - ✓ Patient MRN**
 - ✓ Patient CSN**
 - ✓ Patient Room Number and Location**
 - ✓ Name of Ordering Physician**
 - ✓ Test (s) Ordered**
 - ✓ Priority (Routine or Stat)**
 - ✓ Date and Time of specimen collection**
 - ✓ Collector Numeric Code or Name (Full Name) of Collector**
- 5. Do not place orders in the computer system for testing submitted to the laboratory with a downtime form during or after a downtime. Do not place orders in the computer system for testing submitted to the laboratory when the system becomes operational.**
- 6. The laboratory will order the tests in the system when it becomes operational. This prevents duplicate testing orders on patients.**
- 7. If the orders were already placed in the system before the downtime, the laboratory will cancel and credit the testing orders as duplicates when the system is operational again.**
- 8. During a downtime, the laboratory must use manual processes requiring all available laboratory resources on site. Stat testing will be given priority.**
- 9. Stat results will be phoned, faxed or delivered to the caregiver of the patient.**
- 10. Caregivers must avoid calling the laboratory for routine results not needed for immediate patient care as this will pull laboratory resources away from processing and testing; further delaying results.**