

Processing Orders during and after Downtime:

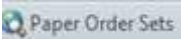
Different types of orders may require slightly different steps; generally the main steps for placing any orders during downtime are:

1. Write the order on a paper order slip found in the Downtime kit
2. Send a copy of the order or a requisition for the order to the department completing the order
3. Communicate with the department or individuals who will need to implement the orders during downtime via phone, pager (no auto-pages during downtime), or in person.

*****Plan regular inventories of your Downtime Kit to ensure paper order sheets, requisition slips, and other needed items are available always on your unit*****

Steps for specific order types:

1. Admitting orders

- a. Providers will write orders on printed paper order sets or blank order sheets
- b. Fax all written orders to pharmacy
 - i. Pharmacy will enter all medication orders into the system when available
- c. Downtime order sets are available from:
 - i. Preprinted from the Unit Downtime Survival Kit
 - ii. The Nursing Supervisor's Office PC.
 - iii. How to print provider order sets from the internet or PowerChart
 - iv. If the Intranet is available, use the form website location to print
 1. From Intranet Home page select "Tools & Resources" at the top:
 2. Select "Forms" from the drop down
 3. Select your institution from the list in the "File Browser" tab
 4. On Page 3 Select "Physicians Orders" folder
 5. Scroll through the PDF forms to find the necessary orders
 6. Double click the order to open the PDF
 7. Select the print icon at the top of the page, the printer should default from the PC.
 - v. If PowerChart is available 
 1. Click on the "Paper Order Set" icon from the tool bar
 2. Select the organization physician orders
 3. Scroll through the PDF forms to find the necessary orders
 4. Double click the order to open the PDF
 5. Select the print icon at the top of the page, the printer should default from the PC

2. Lab orders

- a. Write any verbal orders on a blank order sheet
- b. All lab requests require a downtime form (see downtime kit for paper requisitions)

- i. MHC lab requisition forms are as follows Form 1- #326 Blood Tests, Form 2 - #327 Body Fluids, Form 3- #328 Microbiology (McKesson)
- c. **Page the Lab Phlebotomy for any STAT/NOW orders**
- d. Once the lab slip and lab sample are in the lab, lab will be responsible for entering the order when the systems are available. The exception to this will be for recurring orders. (Lab cannot enter orders beyond 24 hours in the future from their system.) Recurring orders (for example: Q AM x 5 days) will need to be entered by the nursing staff when the system is available
- e. **Getting results for labs done during downtime:**
 - i. Lab results prior to Downtime may be available in 724 Access.
 - ii. Check printer for laboratory printed reports for patient results.
 - iii. All Auto Send reports that print during downtime must be given to the nurse and then placed in the patient's gray chart.
 - iv. Cumulative reports may be sent by lab if needed and should be saved until PowerChart is available.
 - v. All Labs resulted on ER patients that are sent with the ER chart must be saved until PowerChart is available.
 - vi. Interim Lab reports will be printed by 7:30 am if PowerChart IS NOT available.

3. Radiology orders

- a. Write any verbal orders on a blank order sheet
- b. Complete paper requisition. X-ray order slip: #3852 (intranet and McKesson)
- c. **Page all radiology requests (Stat/Now) to be done during the downtime**
- d. Call the radiology department with any questions regarding the ordered exam
- e. **Getting Radiology results: exam reports can be obtained by calling Radiology.**

4. Medication/pharmacy orders

- a. **Fax, tube, run all new orders to pharmacy immediately upon receiving**
- b. Write any verbal orders on a blank order sheet
- c. Transcribe all new medication orders onto the printed MAR (or blank MAR if printed not available)
- d. *See charting medication document for other paper MAR instructions and charting
- e. **Call pharmacy with all new patient allergy information**
 - i. Admission allergies-collected on (form #11060) Nurse enters into PowerChart when the system is back up
- f. All medication orders are entered by pharmacy when the system is back up

5. Dietary orders

- a. Nursing units should wait until the system is back up to enter Dietary Orders. Dietary will contact the Nursing units for updated patient orders including any patient transfers, discharges or admissions. Please maintain a current log of new orders to relay to Dietary.
- b. Nursing staff enters these orders when the system is back up

6. Nursing / patient care orders

- a. Communicate these orders to nursing staff via a copy of the doctor's order sheet.
- b. Nursing staff enters these orders when the system is back up

7. Respiratory orders

- a. Write orders on downtime order sheet
- b. Page respiratory therapy for any STAT/NOW orders**
- c. All respiratory orders (including ones done during the downtime) are entered by nursing staff when the system is back up

8. Cardiac diagnostic suite (CDS)

- a. ECG Requisition Form #413 ECG (Pink) (McKesson) - is filled out for ALL Cardiac Diagnostic Suite orders before CDS staff is paged.
- b. Page CDS for all order types needed during downtime** (including routine EKG, Stress tests, and Echo)
- c. Orders that are completed during the downtime do not need to be entered in PowerChart. Orders for the next day should be held at the unit desk, and entered when the system is back up

9. Central supply orders

- a. Orders should be processed on a manual requisition.
 - i. Central Processing Charge & Borrow Slip: #108 (McKesson)
- b. Call the department with all orders that need to be processed during the downtime.
- c. Nursing staff enters these orders when the system is back up

10. ED orders

- a. All Emergency Department Documentation remains on paper, regardless of the length of the Downtime.
- b. Page lab, rad and respiratory therapy with orders

Uptime Summary for Orders:

1. Nursing enters all the Non-Medication written orders that are not already in process from the downtime period.
 - a. Use the communication type written/fax with the provider's name.
 - b. Place written documents on the chart for record of signature.
2. Lab and Radiology orders that are in process from downtime calls/requests will be entered into PowerChart by Lab and Radiology (exception-recurring labs).
3. Once downtime is completed, providers are again responsible for entering their patients' orders directly into PowerChart.
4. Ordering providers are not responsible to enter the orders written during a downtime process. Exceptions to this may be noted and handled on an individual basis according to the needs of the patient.