



When the System Goes Down

LIS and power downtime — manual reporting and recovery (LAB-QM-IT-002 Figure 1).

1 · IT HAPPENS — DECLARE IT

- The trigger: **power fails beyond the battery capacity of the UPS**, or the **computer cannot be booted**.
- **Immediately inform the Chief Medical Technologist**.
- **Notify inpatient nursing stations** that manual reporting is active.
- Primary analyzers **continue running on emergency generator power**.

2 · WORK ON PAPER — LOG EVERYTHING

- Samples are received using **standard paper requisition slips** with full patient identifiers — **two identifiers**.
- **Every manual report issued is logged on F-QM-IT-002-A-V0**.
- **Critical values are reported verbally with read-back** and documented on the downtime log.

3 · RECOVERY — PROVE IT MATCHES

- Power or computer restored? **Verify system stability** before starting retrospective LIS entry (back-encoding).
- Enter **all tests logged on F-QM-IT-002-A-V0** into the electronic Lab-LIS.
- A **second technologist cross-checks** the electronic entries against the paper originals.
- Close out the downtime event only when transcription accuracy is verified with **no unresolved discrepancies**.

