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Clinical Collect Guide

Sunquest Clinical Collect has been integrated into Cerner PowerChart and FirstNet to assure positive patient identification for lab specimens and reduce unlabeled and mislabeled specimens. It utilizes the existing BCMA scanner with in-room real-time label printing.

Basic Process

Review labs due for collection in Cerner using orders, the single patient task list, existing labs tab or the PAL. Cerner is always the source of truth.

Note: For blood volume needed, right-click on the order for the lab and select **Reference Manual** or call the Lab.

1. At the bedside, click the **Clinical Collect** icon on the Cerner tool bar to open.

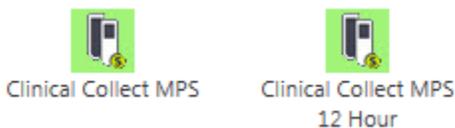


2. Select the correct campus and time frame.

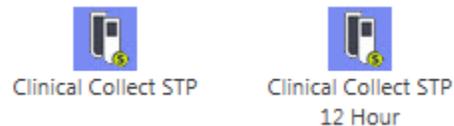
The time window for **Clinical Collect MPS** and **Clinical Collect STP** is 4 hours ahead, 8 hours back, and up to 5 days back for non-blood specimens. The 12-hour window allows you to look further ahead for scheduled labs.

Note: Click icon once, then wait a few seconds.

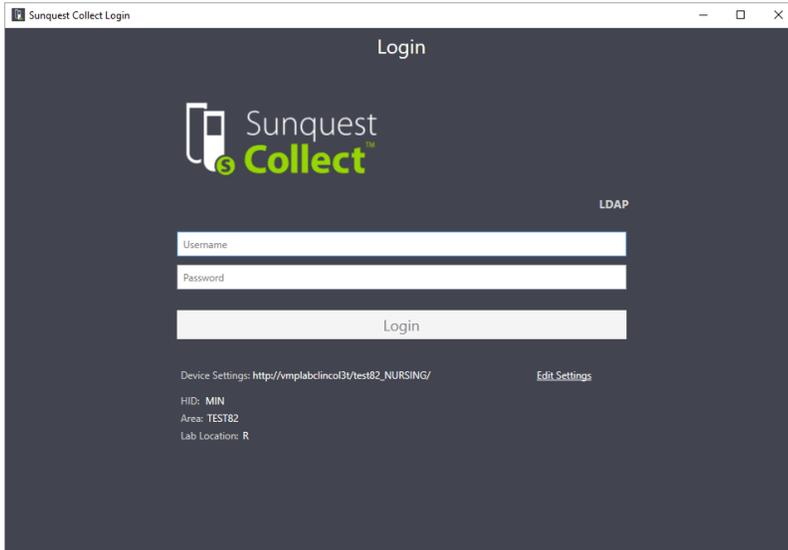
Minneapolis:



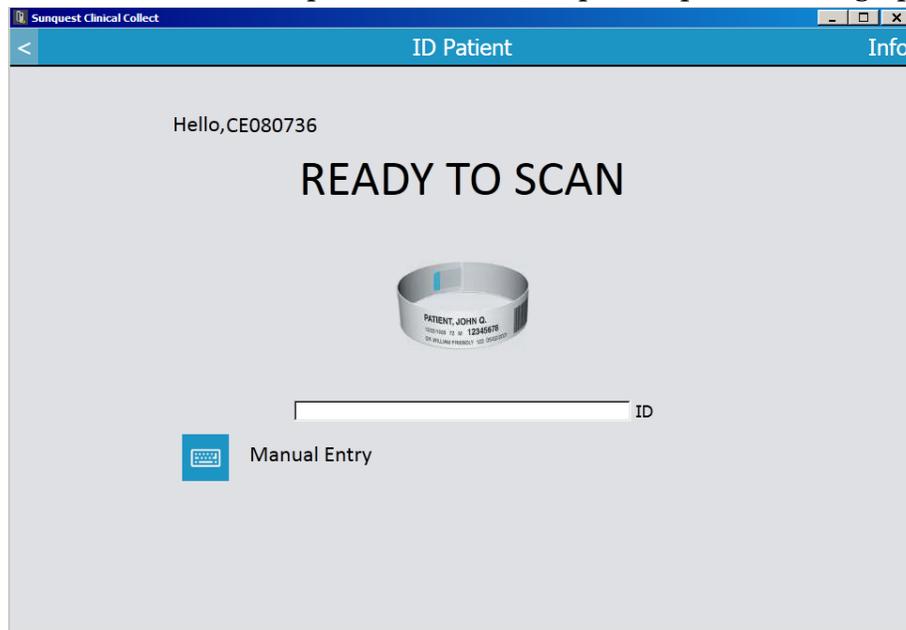
St. Paul:



3. If using IAccess, username and password will enter both logins.



4. Scan linear barcode on patient armband to open the patient demographic page.



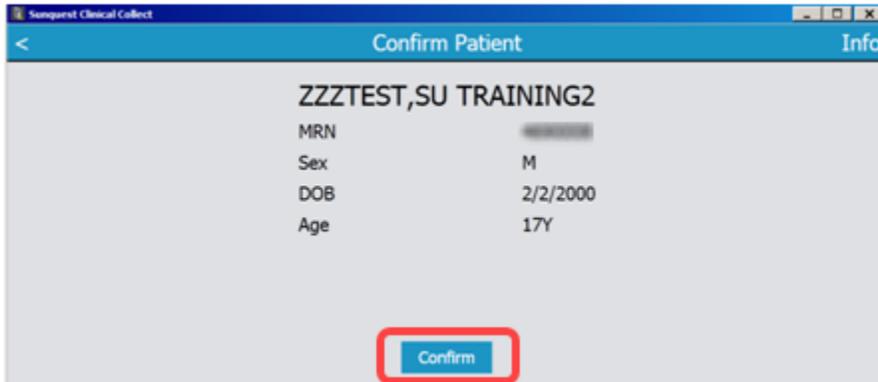
Notes:

- Use **Manual Entry** when the armband does not scan. Select **Manual Entry** and enter MRN and reason for use on the page that displays.
- If the Medication barcode, not the patient barcode, is scanned, the following message displays:

Response status code does not indicate success: 400 (Patient not found.).

Re-scan the correct patient barcode.

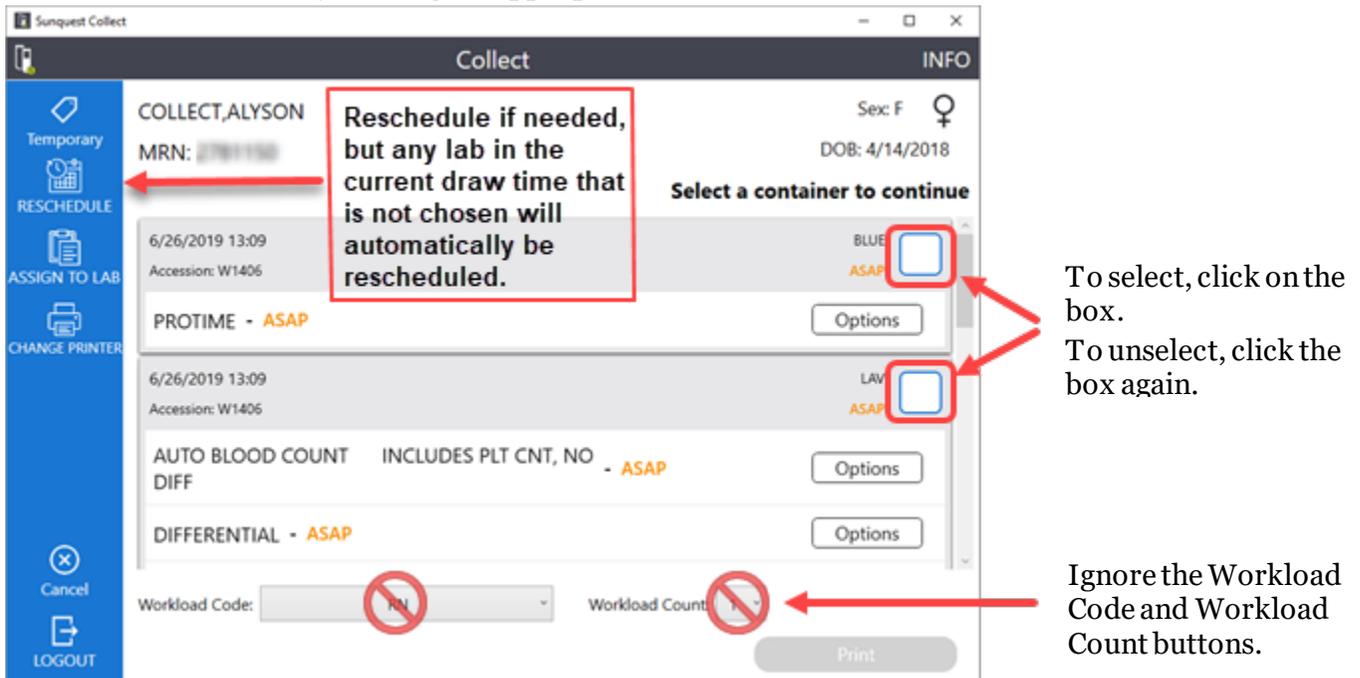
5. **Confirm** patient information.



6. Review list of labs available for collection. Labs display in order of tube fill. Scroll to the bottom of the list to ensure all ordered labs have been viewed. Note the scheduled date and time of collection to ensure the correct labs are selected.

- All NTD (Nurse to draw) and LTD (Lab to draw) orders display.
- Tube color/type displays; recommends what can be combined in a single tube but will not display volume of blood needed.
- Labs display in the order of tube fill and labels will print in order of tube fill.

7. Select the labs to draw by clicking the appropriate box.



- **Temporary** button: Prints a temporary label with Patient ID only. A temp label could be used for an extra tube drawn. If using a temp label, write the reason for use/test on the label. The lab must have an order to process specimens.
- **Cancel** button: Cancels and returns to sign-in screen.
- **CBC** in Clinical Collect is Automated Blood Count (ABC).

- If there are multiple different orders for a single specimen, select all the orders in Clinical Collect to be resulted. Place a single label on the specimen container and place all other labels in the specimen bag.
- Because Clinical Collect is locked when open, new orders are not viewable during use. If new orders were entered while Clinical Collect was open, sign out of Clinical Collect, then sign back in to view the new draw list.

Order Processes

UA/UC Orders with an ! UA/UC orders display in Clinical Collect with an !. After selecting the Urine order by clicking the top box, **Update**, and click ! to change or confirm the specimen type – **Cath, Void** or **Other**.
If changing, un-select the original ordered collection method.
If the question is answered before updating, the answer will not save. You must select, update, then answer.

Urine specimens If printing and labeling a urine specimen through Clinical Collect, no requisition slip is needed.

ABG/VBG Orders with an !

- Use the ! to add FIO2 information, which will flow to the results.
- If an ordered ABG needs to be changed to a VBG, change the order in Cerner.

Blood Bank specimens Only a single draw is required if Clinical Collect is used. Place the large label on the tube, no need to add initials or sign. You cannot use a temp label or a footer for this specimen type.

-> Comments An arrow indicates additional lab information. A comment field is available. Notes entered in the comment field display in lab, not in Cerner, and do not print on label.

Non-blood specimens collected by CSA Print lab label from task in Cerner, verifying patient ID, label and send. If RN can print label from Clinical Collect, do so but do not delay specimen sending if RN is not available. For micro specimens, CSA would need requisition if using Cerner labels.

Micro – paper process, CSA/RN If Clinical Collect is used to collect micro specimens (wound cx, UC, etc.), NO paper requisition needs to accompany the specimen.

Histology/Pathology specimens Need paper requisitions i.e., bedside bronch.

Provider-obtained specimens Providers do not access the Clinical Collect system. If RN is present during specimen collection, the RN will print labels. If RN is not present, provider is to use current process.

POC testing Labels are not needed for POC testing.

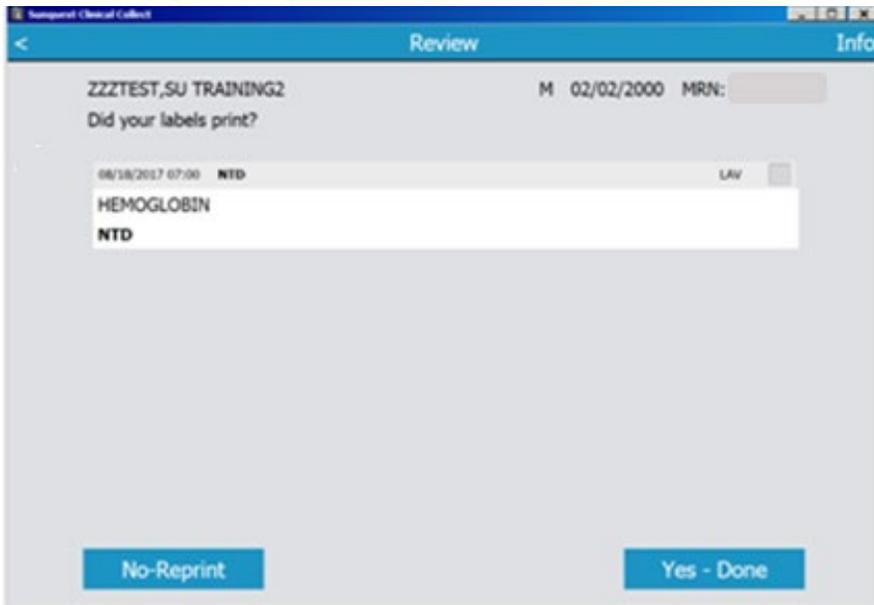
8. Collect the specimen.

It is important not to print labels prior to collecting. Printing indicates time of draw, and once printed, the order drops off the Clinical Collect list. A new order will be needed if the specimen is not obtained.

9. After collecting specimens, click  .

10. Verify that all labels have printed correctly i.e., aligned, not wrinkled, etc.

Click **No-Reprint** to print additional labels i.e., if one tube will not be sufficient for the tests ordered.



11. Click **Yes - Done** when labels have successfully printed, then click **X** to exit Clinical Collect.

Note: If **Yes – Done** is not selected, the patient is locked, and the lab will be unable to process the specimens sent to the lab. Call the lab if the patient is locked and you are unable to access Clinical Collect by exiting and re-logging in.

12. Affix labels immediately to specimens. Place bar code lengthwise on the tube with patient name near the cap. See Children's [labeling information](#).

It is VERY important to put the correct label on each tube. Do not add time and initials as these are captured on the label by Clinical Collect.

13. Send specimens to Lab. **Include all remaining labels in bag.**

Additional Information

Code situation: Orders must be in Cerner for Clinical Collect to print labels. Current Task/Reports/Lab label process (Cerner labels) should be used for emergent situations.

Downtime: For either Cerner or Sunquest downtime, use Cerner labels (ADT labels are acceptable).

Clinical Collect Error Messages and Troubleshooting

- **Error:** Patient not found in Sunquest:

Response status code does not indicate success: 401 (Patient not found.).

Solution: Scan correct barcode or replace armband.

- **Error:** No current Sunquest orders:

Response status code does not indicate success: 401 (No pending orders qualified for collection.)

MRN Patient ID

Solutions: Wait! The order has not been processed. Expand the time frame if applicable or check orders in Cerner.

Encounter issue: If patient came from clinic, order may need to be entered.

- **Error:** User not found:

Response status code does not indicate success:
401 (INVALID USER CODE).

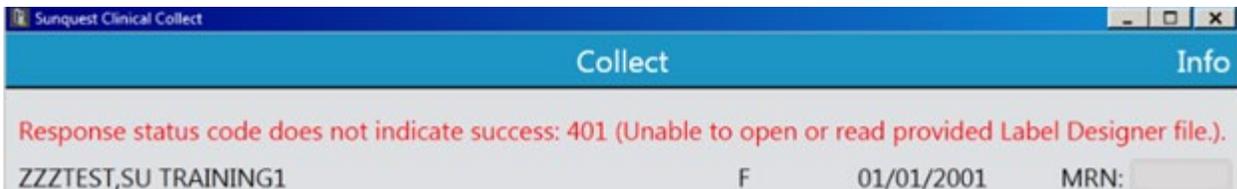
Solution: Re-login to ensure Username and Password entered correctly. RN or RT may need to be added to the vault. Contact Children's IT Service Desk 24/7 at 952-992-5000 or 4-5000 internally.

- **Error:** Patient is locked:

Response status code does not indicate success: 500 (<< Currently Being Processed >> #OE INTERFACE#User/Process Name : Interface No. 2A, OE transaction processor#Lab Location/Device Id Unknown).

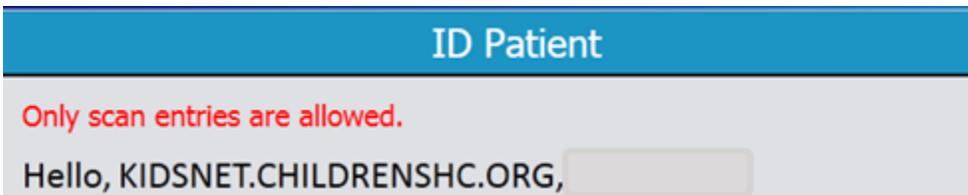
Solution: May be locked by lab completing work or by orders crossing from Cerner to Sunquest. Click X to exit Clinical Collect and log back in. If unable to open, call the Lab.

- **Error:** Label printer not connected or power not on:



Solution: Check printer connections and ensure powered on, if still receiving error, contact Children's IT Service Desk at 952-992-5000 or 4-5000 internally.

- **Error:** MRN is manually entered into scan field:



Solution: First select **Manual Entry**, then enter MRN.

- **Error:** Urine or ABG did not have specimen type/FIO2 verified using !:

Lab question(s) requested for resulting.

Solution: Complete required information **after** updating, but before printing, by clicking on the !

- **Error: Printing Failed** displays:
This can happen when the previous session was not closed.

Solution: X out of Clinical Collect and sign in again.

Prevention: X out of Clinical Collect after clicking **Yes – Done**.

How to Load Labels into Bedside Zebra Label Printer

Reminder: If labels don't print, check the green power light. If the computer is powered off, the printer must be manually turned back on. The printer does not start when the computer is turned on, as the scanner does.

1. Open printer using yellow sliders on the sides of printer.
2. Remove tape from new roll.
3. Drop roll between yellow holders, with labels up, thread through guide.
4. Close cover.
5. Press || button (off pause).



6. Press O+ advance button to align.



7. Ready to print.
8. If labels have not printed and the **Yes-Done** screen displays, turn the label printer off and turn on again. If this does not solve the printing issue, use Cerner labels, and report the printing issue to the Children's IT Service Desk at extension 4-5000.