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Section: <b>Blood Culture Manual</b>	Subject Title: <b>Appendix X - Troubleshooting for BacT/Alert System</b>	
Issued by: <b>LABORATORY MANAGER</b>	Original Date: January 10, 2000	
Approved by: Laboratory Director	Revision Date: December 17, 2004	

## **APPENDIX X - Troubleshooting the BacT/Alert System**

### **Troubleshooting**

See BacT/Alert training manual and Troubleshooting Guide:

### **Service**

For service call bioMerieux at 1-800-361-7321

### **Daily Problem Printouts from BacT/Alert**

There are 7 reports generated from BacT/Alert to track problems that might have occurred during bottle feeding:

#### **Report 1 - "Bottle with wrong accession number"**

List of bottles that were loaded in the past five days that were linked to accession numbers that did not conform to the LIS accession number pattern.

#### **Modification Procedure:**

1. At BacT/Alert 3D press <CTRL> <F10>.
2. Pull problem bottle from its cell and note the LIS order number.
3. Go to 3D screen with user password.
4. Go to problem cell.
5. Move cursor to accession number area and type in the correct LIS number.
6. Exit 3D.

#### **Report 2 - "Download problem with patient demographics"**

Patient demographics were missing from an order in BacT/Alert. If the time BacT/Alert is performing certain functions, such as producing a report or daily back-up, coincides that of any LIS downloading an order, the order information will not be seen in BacT/Alert and will be tracked by this report.

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### **Modification Procedure**

#### **At LIS:**

1. Go to 7, Interface
2. Go to "Download" ↵
3. F2
4. Select BacT/Alert
5. Use space bar to toggle to "All"
6. Change the date range if needed
7. F12 x 2
8. Move cursor down the list to the desired order number
9. <Enter>
10. Continue with other orders or F1 to exit
11. Check BacT/Alert by Accession No. to see if patient demographics has been transferred

### **Report 3 - "Accession number with no bottle"**

This report will show a list of specimens that have not been received by BacT/Alert.

#### **Modification Procedure:**

1. Check the Report 1 and Report 4. The wrongly identified bottles may belong to the accession numbers on this report. If this is not the case, proceed to step 2.
2. Check LIS for "Received" and "Plated" date and time. If they were missing, this specimen has not been received in the microbiology lab. If the "collected" date and time is today, this is likely a specimen in transit and will arrive soon. If the "collected" date and time is older, inform a senior or charge technologist. It is possible that this specimen is lost in transit.

### **Report 4 - "Accession number with wrong bottle ID number"**

This report list orders that were linked to bottle numbers that do not conform to the standard bottle codes. E.g. LIS order number or auxillary number were barcoded as bottle numbers.

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### **Modification Procedure:**

1. At BacT/Alert 3D press <CTRL> <F10>.
2. Pull problem bottle from its cell and note the LIS order number and the bottle code.
3. Go to 3D screen with user password "1212".
4. Go to problem cell.
5. At the bottle code area, type in the correct bottle barcode. Also check the LIS number.
6. Press "√" mark.
7. This change will trigger an error code "932" in BacT/Alert 3D.
8. Press "X" to remove the warning screen.
9. Exit back to 3D main screen.
10. The bottle that was just modified will be noted as positive. Unload this bottle following the "unload positive" procedure. Subculture the bottle and reload the bottle following the "Load Bottle" procedure.

### **Report 5 - "Daily Status Report"**

This is a list of all orders and bottles entered within the last 24 hours. Use this report as a guide for troubleshooting.

### **Report 6 - "Loading Problem Report"**

This is a list of bottles that were loaded with proper bottle identification code but the Accession Number is missing, loaded within the last 24 hours.

### **Modification Procedure:**

1. At BacT/Alert 3D press <CTRL> <F10>.
2. Pull problem bottle from its cell and note the LIS order number and the bottle code.
3. Go to 3D screen with user password "1212"
4. Touch the "Edit Data Relationships" button.
5. Enter the LIS number in the left "Accession Number" field that you wish to associate to the bottle.
6. Touch the bottle ID in the right "Bottle ID" scroll box to be associated with the accession number.
7. The selected bottle ID is highlighted.
8. Press the top "Data Transfer" button to move the Bottle ID to the left Bottle ID scroll box.
9. Press the "check" button to accept the changes.
10. Press the "Previous Screen" button to return to the 3D Main Screen.

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## Report 7 - "Negative to Date Report"

This is a list of all bottles that were unloaded prematurely within the last 24 hours.

### Modification Procedure:

1. Look for the "Negative to date" bottle from the hazard cardboard box for discard bottles.

#### If the bottle is found:

2. At BacT/Alert 3D controller Main Screen, touch the "Load" button.
3. Scan the bottle ID barcode only.
4. Reload the bottle into any unoccupied cell.
5. Write up an incident report.

#### If the bottle is not found:

2. Write up an incident report.
3. Refer the problem to the charge technologist or the designated responsible technologist for further investigation.

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### **Host Not Responding Message**

When there is a problem with the interface between the LIS and BacT/Alert, a red box on BacT/Alert terminal will appear indicating "Host not responding".

### **Modification Procedure:**

#### **Restart Interface**

(To re-establish LIS/BacT/Alert communication)

#### **At LIS:**

1. Go to **7. Interface** from main menu
2. **Setup**
3. Select **2 - Micro Instruments**
4. **Read**
5. **F12**
6. At "BactiAlert" **<Enter>**
7. **F7**
8. **F12 x 3**
9. **Quit**
10. Select **3 - AutoDownloading**
11. **Read**
12. **F12**
13. **F7**
14. **F12 x 3**
15. **Quit**
16. Select **3 - AutoPosting**

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17. **Read**
18. **F12**
19. **F7**
20. **F12 x 3**
21. **Quit**

### **Manual Downloading**

Patient information not downloaded to instrument.

#### **Modification Procedure:**

1. Go to **7. Interface** from main menu
2. **Interface** menu
3. Select 1. BactiAlert
4. **Dloadlist**
5. Press space bar to **ALL**
6. Change Date Range to include problem order
7. **F12**
8. **F12**
9. Move the cursor to hi-light the order number
10. **<ENTER>**
11. Screen will display "downloading order #....."
12. Continue to hi-light another order number if required and repeat OR **F1**
13. **Quit**
14. **F1** to exit

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### **Manual Posting**

Results from Instrument is not posted to LIS.  
Modification Procedure:

At LIS:

1. Go to **7. Interface** from main menu
2. **Interface** menu
3. Select 1. BactiAlert OR 2. Vitek
4. **Open**
5. Select the date the testing was posted from the instrument
6. **Ledipost**
7. Move the cursor to hi-light the order number
8. **F8**
9. A red "P" will appear beside the order when completed
10. Continue to hi-light another order number if required and repeat OR **F1**
11. **Quit**
12. **F1** to exit

### **Restart Instrument**

(If Downloading or Posting does not resolve problem):

1. Go to **7. Interface** from main menu
2. **Setup**
3. Select **2 - Micro Instruments**
4. **Read**
5. **F12**

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6. At "BactiAlert" <Enter>
7. **F7**
8. **F12 x 3**
9. **Read**
10. **F12**
11. At "Vitek" <Enter>
12. **F7**
13. **F12 x 3**
14. **Quit**
15. **Select 3 - AutoDownloading**
16. **Read**
17. **F12**
18. **F7**
19. **F12 x 3**
20. **Quit**
21. **Select 3 - AutoPosting**
22. **Read**
23. **F12**
24. **F7**
25. **F12 x 3**
26. **Quit**
27. Repeat Manual Dowloading or Manual Posting as needed.