

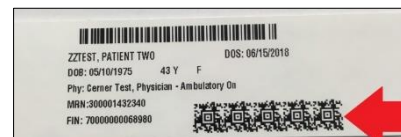
Cerner Flash

10/7/21

Bridge Workflow & Error Message Troubleshooting

Below are some common error messages seen with Bridge for Blood Transfusion and what steps to take to correct them.

1. Log into Bridge from the toolbar icon.
2. Select Facility.
3. Scan patient wristband using the square QR code, not the linear barcode.



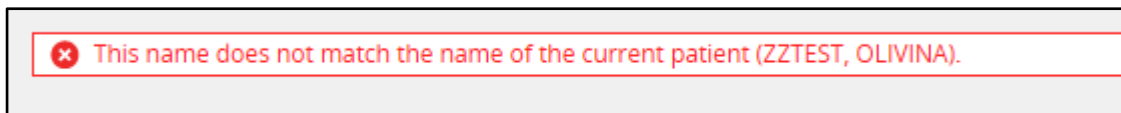
Common Error: Patient Not Found



Troubleshooting Workflow: Reprogram the scanner using the Honeywell Configuration code. This should be both on the WOW carts and available on all units. This reconfiguration code is also available on PromisePoint in the job aids folder. Once scanner is reconfigured, retry scanning patient armband. If still unable to find patient, call the blood bank to verify this blood is for this patient. If verified, go to downtime procedure (paper process used prior to Cerner) and log a help desk ticket.

4. Once patient is successfully scanned in Bridge, select Start Transfusion.
5. Fill out the pre-transfusion checklist and click continue.
6. When prompted for MRN, Bridge is looking for the **recipient information from the paper blood bank form**. Scan the square QR code in the upper right corner on the blood bank paper form.

Common Error: Patient Name Mismatch:



Description: The patient's name in Cerner is not an exact match from the crossmatch/recipient tag that came with the blood. This frequently occurs when a middle initial is entered in Cerner, but the Blood Bank did not include the middle initial in their system when they entered the patient information.

Workflow: Call Blood Bank to verify this blood is for this patient and ask them to update the blood bank data on their end for subsequent transfusions. If verified by Blood Bank, administer the current transfusion via downtime procedure or use the Bridge Rapid Start workflow with cosignature.

There is also a detailed click-by-click Bridge guide available on PromisePoint in the Job Aids folder. A PromisePoint desktop icon should be available on all PCs.

