

BRIDGE BLOOD TRANSFUSION

TROUBLESHOOTING

BRIDGE Troubleshooting

User Unable to Access



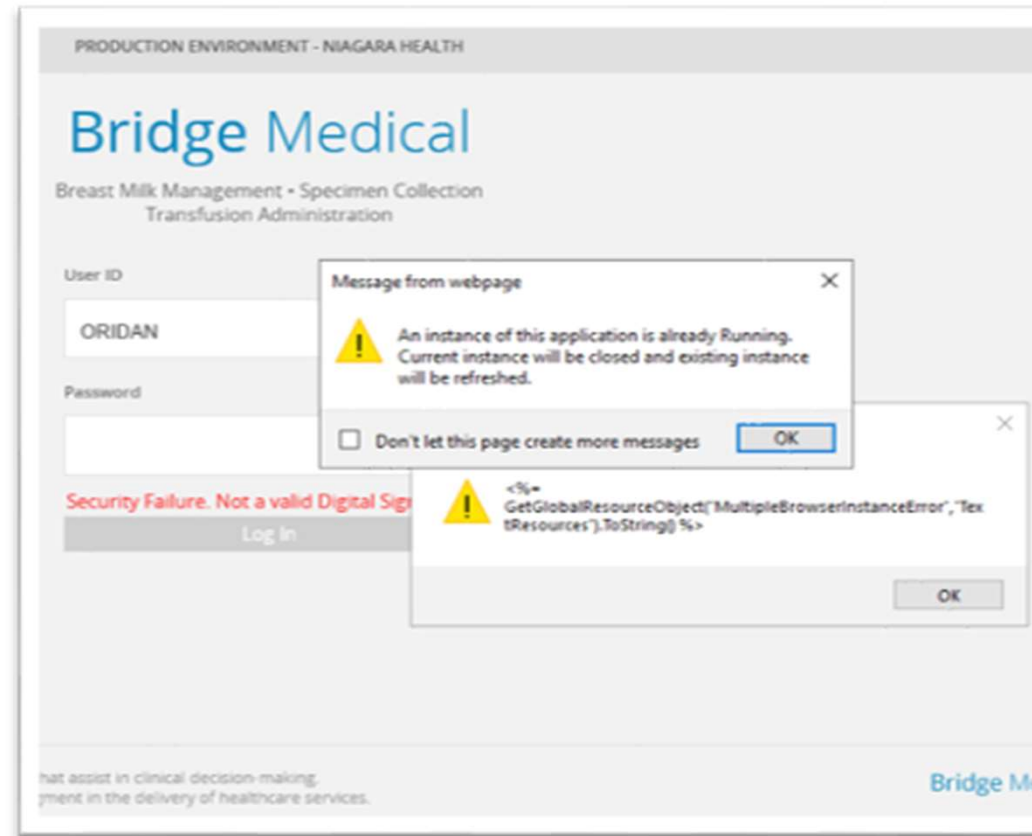
ORACLE BRIDGE WAS CLICKED MORE THAN ONCE

Or Bridge was already open in the background

Fix:

CLICK ONCE and wait

It may take 25-35 seconds for Bridge to launch
Close Bridge when done documenting; relaunch with
ONE CLICK when ready to document again



BRIDGE Troubleshooting

Server Error/User Locked Out



BRIDGE SHOULD NOT REQUIRE YOU TO LOGIN WITH PASSWORD

Do not attempt to log in

Bridge should launch automatically from patient's chart in Millennium

This screen will appear when Bridge has been clicked multiple times

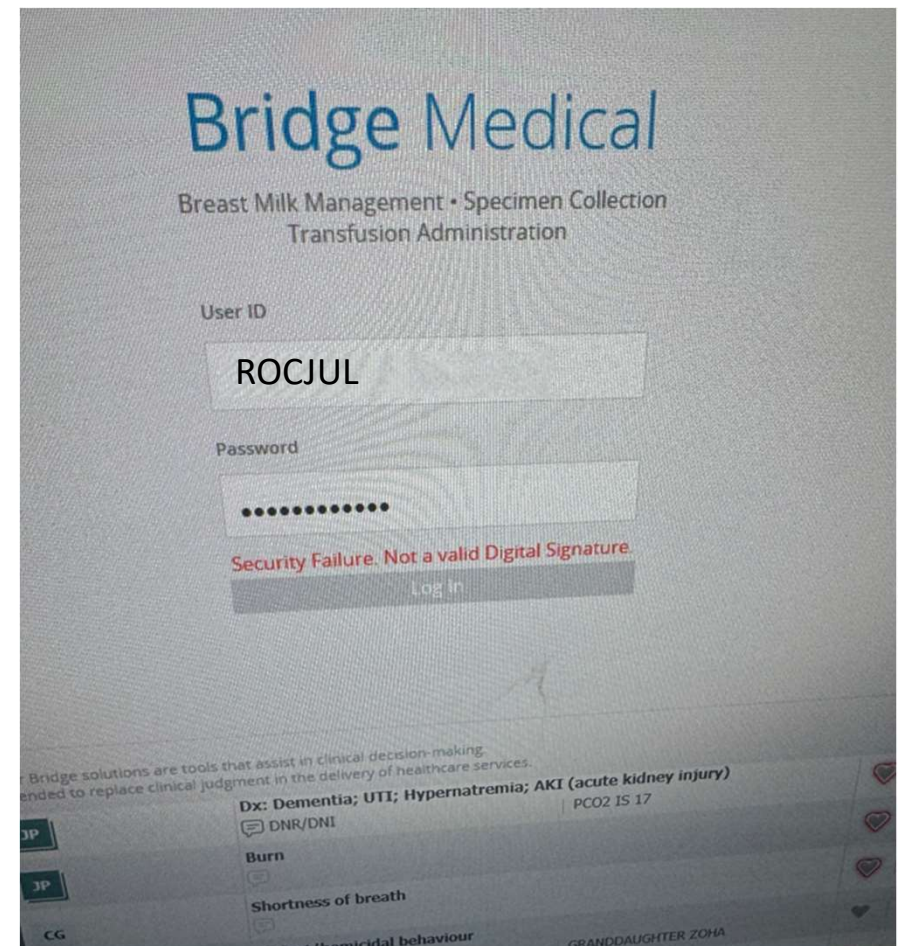
Fix:

Close any / all Bridge windows

Wait 10 seconds

Relaunch Bridge by clicking ONCE and waiting

***If user accidentally logged in, user is reset automatically after 70 seconds**



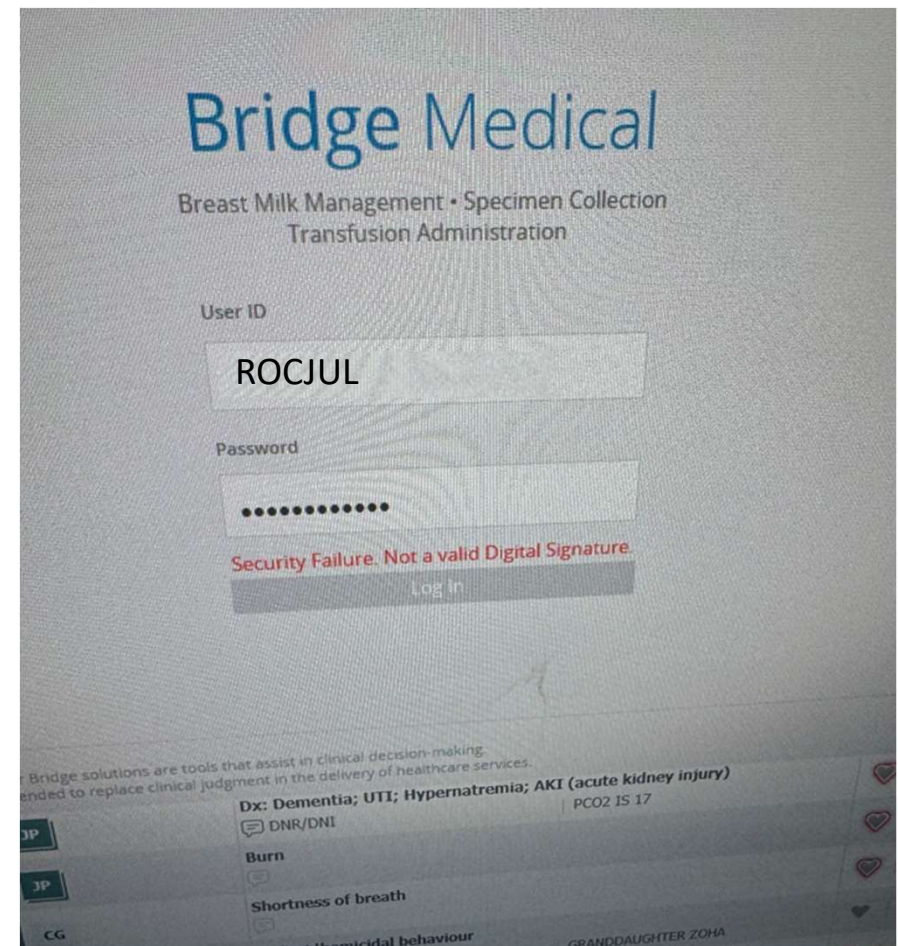
BRIDGE Troubleshooting

User: No Bridge Account

Most often this screen will appear when Bridge has been clicked multiple times
But on some occasions it will appear for **new staff** not yet entered as Bridge users

Fix:

Contact Bridge team to add user



BRIDGE Troubleshooting

Fail to Scan



Scanning issue

Most common reason: caps lock was on

Fix:

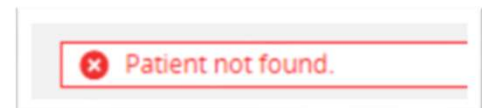
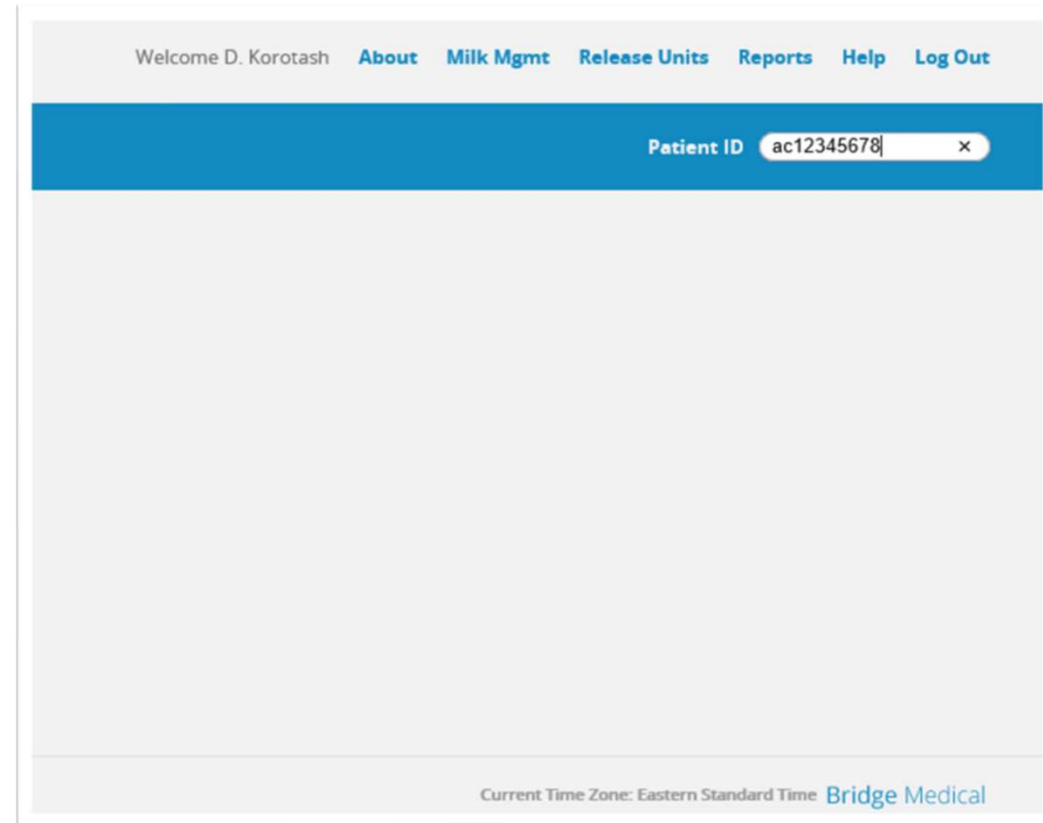
Ensure **Caps Lock is OFF**

Delete entry in the field, rescan

Wristband: Cover all barcodes except FIN, rescan

Blood bag: Cover other barcodes, rescan

Reconfigure scanner



BRIDGE Troubleshooting

Fail to Scan

Scanned incorrect barcode
Caps lock was on

Fix:

Ensure Caps Lock is off
Delete entry in the field
Rescan barcode
Reconfigure scanner

✘ The MRN you entered (913) does not match the MRN of the current patient (9136826)

✘ This blood band id does not match the blood band id of the current patient

✘ The system is expecting a Patient ID from the patient wristband.

BRIDGE Troubleshooting

Server Error

Multiple Bridge windows open at once
Field wasn't entered, e.g. volume field

Fix:

Close all Bridge windows

Wait 10 seconds

Relaunch Bridge by clicking ONCE

Ensure all fields are entered; volume field requires
a number; no volume = 0

Server Error in '/TransSpecProd' Application.

Object reference not set to an instance of an object.

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.NullReferenceException: Object reference not set to an instance of an object.

Source Error:

The source code that generated this unhandled exception can only be shown when compiled in debug mode. To enable this, please follow one of the below

1. Add a "Debug=true" directive at the top of the file that generated the error. Example:

```
<% Page Language="C#" Debug="true" %>
```

or:

2) Add the following section to the configuration file of your application:

```
<configuration>  
  <system.web>  
    <compilation debug="true"/>  
  </system.web>  
</configuration>
```

Note that this second technique will cause all files within a given application to be compiled in debug mode. The first technique will cause only that

Important: Running applications in debug mode does incur a memory/performance overhead. You should make sure that an application has debugging disable

Stack Trace:

```
[NullReferenceException: Object reference not set to an instance of an object.]  
capri.services.StartTransfusionProcess.Initialize(BedsideApplication app) +260  
capri.web.CapriBedside.StartTransfusion.Page_Load(Object sender, EventArgs e) +131  
System.Web.UI.Control.OnLoad(EventArgs e) +107  
System.Web.UI.Control.LoadRecursive() +89  
System.Web.UI.Page.ProcessRequestMain(Boolean includeStagesBeforeAsyncPoint, Boolean includeStagesAfterAsyncPoint) +1532
```

Version Information: Microsoft .NET Framework Version 4.0.30319; ASP.NET Version 4.8.4770.0

BRIDGE Troubleshooting

Cannot End Transfusion

Incorrect workflow

Fix:

Select correct workflow to end

*Transfusions from another hospital system can be ended in END TRANSFUSION even if they were not started in NH

START TRANSFUSION – Single Crossmatched Component

To Start = START TRANSFUSION

To End = END TRANSFUSION

MULTI-UNIT TRANSFUSION – Single or Multiple Components

To Start = MULTI-UNIT TRANSFUSION

To End = MULTI-UNIT TRANSFUSION

ADMINISTER DERIVATIVE – Derivatives

To Start = ADMINISTER DERIVATIVE

To End = ADMINISTER DERIVATIVE

BRIDGE Troubleshooting

Uncrossmatched Blood

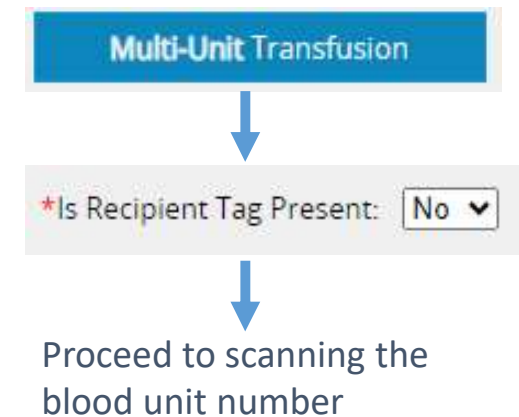
START TRANSFUSION is incorrect workflow

START TRANSFUSION = crossmatched units only

MULTI-UNIT TRANSFUSION is correct workflow

Fix:

Select correct workflow to transfuse



BRIDGE Troubleshooting

Transfuse Order Not Viewable

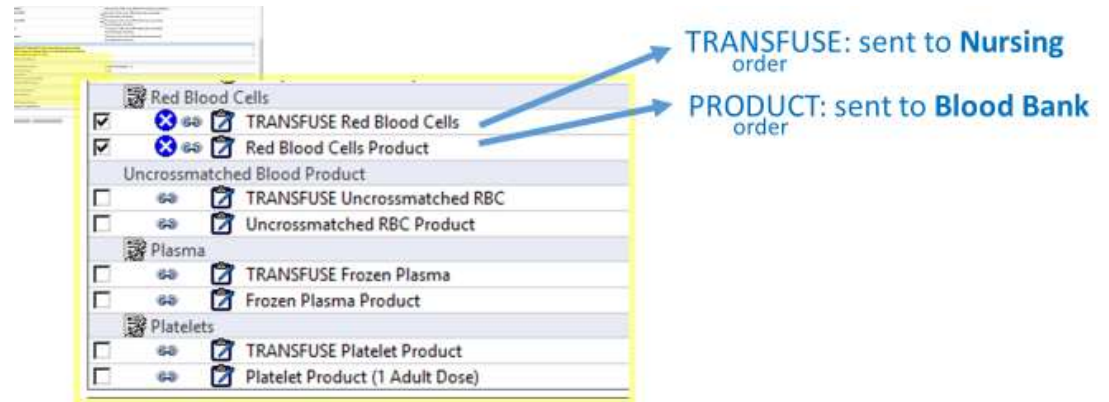
If you do not see a task for blood transfusion, it is likely because the **TRANSFUSE order** was not entered.

If blood bank states they did not receive the order for blood, may be because the **PRODUCT order** was not entered.

Both must be entered.

Fix:

Orders entered appropriately



Category	TRANSFUSE	PRODUCT
Red Blood Cells	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Uncrossmatched Blood Product	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Plasma	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Platelets	<input type="checkbox"/>	<input checked="" type="checkbox"/>

TRANSFUSE: sent to **Nursing** order

PRODUCT: sent to **Blood Bank** order

Every **PRODUCT ORDER** must be married to a **TRANSFUSE ORDER**

BRIDGE Troubleshooting

Paper Issue Sheet

May request paper issue sheet to document; blood bank will ask 3 questions to ensure staff are attempting Bridge

MTP is the only time paper issue sheets will automatically come with blood

Fix:

Call blood bank to request paper issue sheet

Multi-Unit Transfusion

*Is Recipient Tag Present: No ▾

Proceed to scanning the blood unit number

