

## Bridge Common Issues

- **“MRN” error after scanning**
  - Problem: User scans wrong barcode in the beginning, causing the error
  - Solution: Completely exit out of transfusion and start again
- **Unable to change date/time correctly for vitals**
  - Problem: User not able to correctly set/change time
  - Solution: Must click “X” after changing date/time to save/set the corrected changes, then complete input of vitals prior to clicking “Confirm”
- **Vitals/results not crossing from Bridge into Cerner**
  - Problem: Vitals documented in Bridge that don’t cross to Cerner due to interface error (VERY Rare)
  - Solution: Must be reviewed and reported REALTIME so that we can fix the error to allow the vitals to cross
  - Problem: Nurses enter vitals late, causing Blood Bank to miss required documentation
  - Solution: Document in real-time as much as possible
- **Missing documentation/Incomplete Transfusions**
  - Problem: Missing vitals or transfusions not ended
  - Solution: Have designated user (Charge nurse, UC/MT) run reports prior to end of shift to increase complete of required documentation
- Error when scanning the Blood band(Red Band)
  - Problem: Mismatch error on band (capital versus lower case letters)
  - Solution: Contact Blood Bank and have them relabel unit correctly
- Errors reading/scanning the Blood Bank tags
  - Problem: Creases, folds or condensation on the labels
  - Solution: Contact Blood bank to reprint the labels