## Policy

When NEO analyser encounters operational malfunctions every effort should be made to correct the problem as soon as possible. If the staff is unable to resolve the problem by internal troubleshooting an Immucor representative should be notified immediately.

Depending on complexity of the problem and time required to return NEO to operational status, sample testing may be deferred, transferred to the manual bench for tube method testing or to another site depending on urgency.

## Routine Testing

Routine sample testing will be deferred until the NEO is operational within a reasonable length of time 1-8 hours. In the event that the NEO will not be operational for more than 8 hours, samples will be tested by the tube method or sent to the other campus (Civic or General) if the volume is significant.

## STAT Testing

STAT testing on samples from the Case room, OR, ER, ICU etc. will be performed by tube method.