

ID Now Hints & Tips**COPY**

What to do if you experience these:

Message “Memory is Full” (non-connected analysers only)

- Press OK and continue to use the analyser the oldest patient result will be over written.
- All results are stored in the middleware system so it is not an issue to override the results.
- Results will be exported on a regularly basis by the POCT team.
- Contact POCT team to export and delete results

Log in not recognised

- Check you are using lower case and try again.
- Try another analyser (ED, MAU, Children’s ward, ONC OP, SAU, OPAU, BBC, Chippenham, Frome, Paulton Maternity units, Keynsham health centre, and St. Martin’s community hospital).
- Ask another user to run the sample
- Contact POCT (9-5:15 Mon-Fri)

Ran out of Test kits, paper, or transfer tubes (where used)

- Check in the immediate area, boxes are big so may have been stored away from the analyser.
- Contact POCT (9-5:15 Mon-Fri)
- Out of hours it is possible another location with ID Now can spare a box.

QC failed (see section 11.2 of the SOP)

- Before discarding pieces check the sample has dispensed correctly retain the sample receiver (blue piece) for positive QC and repeat reusing this sample receiver.
 - For negative QC repeat using new pieces and a new swab.
- If still failed do not use that box of cartridges move on to another box.
- Contact POCT (9-5:15 Mon-Fri)

What to do if the ID Now analyser is completely out of action:

- Between 8am and 8.30pm the laboratory can be used for COVID and Flu testing collecting a swab into VTM, requesting in millennium and sending to the laboratory.
- Use an ID Now analyser in a different location contact the nurse in charge of that ward beforehand and ensure the sample is in a double sealed sample bag to transport.
- Flu is not available on any other ID Now analysers, send a VTM sample to the laboratory for a combined COVID/Flu/RSV test.
- Contact POCT or Abbott Technical (Mon-Fri 9-5) ASAP (see below).

For Further information:

Refer to the SOP which can be found near the analysers in a folder or go to the intranet page found here:

[Intranet A-Z, 'P', ► Pathology: Point of Care Testing \(POCT\), >>SOPs for POCT Users.](#)

The user manual can also be found here.

POCT Contacts (09:00 – 17:15, Monday to Friday)

Ext: 6044

Email: ruh-tr.biochempoc@nhs.net

POCT Coordinator phone: 07500050655

Email: nicolahodges@nhs.net

Abbott ID Now technical support:

Phone: 01614839032

Email: EMEproductsupport@abbott.com

Please do not contact the biochemistry laboratory out of hours for POCT support. POCT support is limited to 9am to 5:15pm Monday to Friday

Location	Copy Number
ED ID Now room	1
Oncology OP hot desk room	2
MAU DAA on white board	3
Children’s Ward behind analyser	4
SAU	5
OPAU	6
BBC	7
Chippenham Maternity hospital	8
Frome Maternity Hospital	9
TAU	10
Keynsham Health Centre	11
St. Martins Community Hospital	12
Paulton Community Hospital	13