

# EMR Downtime Business Continuity Plan



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## A - Business Continuity Plan

### Planned Downtime

A window for planned downtime is set aside each month to conduct any maintenance or upgrades. Work can usually be completed without a full outage. In addition, there will be a small outage each year to reset times for Daylight Savings changeovers.

**EMR outages will be included in IT notifications – please ensure that this information is disseminated to all relevant staff. As these outages are scheduled to occur overnight, a page will also be sent by the Emergency Coordinators to each ward 30mins prior to the system going down**

### Unplanned Downtime

1. Users unable to access the system

If multiple users/workstations are experiencing problems, notify your Manager (during business hours) or the Emergency Coordinator (after business hours) to alert the Eastern Health IT Help Desk who will assess the situation and determine the cause of the outage.

Do not use downtime procedures unless a public address announcement or broadcast message has been distributed by the Eastern Health IT Help Desk.

2. Information entered in the Patient Administration System (PAS /HOMER) has not come through to EMR

Users may notice that admissions, discharges and transfers completed in the PAS/HOMER are not appearing in EMR. This may be an indicator that there is a problem with the integration of the systems. Report the problem to the Eastern Health IT Helpdesk.

3. System Slowness

Users may experience response times that are significantly slower than optimal for patient care delivery. Problems with access or performance should first be reported to the Eastern Health IT Help Desk to enable them to monitor the response time and determine the cause of the issue. In some rare cases the 'slowness' may indicate a larger problem and would constitute the same response as a full system outage.

### 724 Access Viewer

724 Access Viewer provides 7x24 historical access to all clinical data currently available in EMR when the network experiences a planned or unplanned downtime event. The data provided in 724Access Viewer is typically less than two minutes older than the data found in EMR at the time of the system going down. Data for up to 30 days within the current encounter is available on the 724 Access Viewer. 724 Access Viewer is installed on designated computers in clinical areas and is connected to a dedicated printer to be used in the event of a downtime event.

# EMR Downtime Business Continuity Plan

## Initiating Code Yellow

If a problem is identified which impacts EMR, the user contacts the Eastern Health IT Help Desk on ext 26700 (option 1) for assistance in determining the cause of problem. Depending on the problem, the user may need to notify their manager for escalation with the Emergency Coordinator who will determine whether a Code Yellow is required.

## Initiating a Downtime

A Code Yellow is called for an unplanned downtime. The decision to call a Code Yellow can be made by any member of staff. The instigator of the Code Yellow must in turn inform the Emergency Coordinator. A Code Yellow will activate the Business Continuity Process across the site for all members of staff.

If an unplanned downtime occurs overnight, the Emergency Coordinator will send a page out to each ward to notify them when a Code Yellow is called and also when the Code Yellow is stood down.

EMR is Down		
FUNCTION	DOWNTIME STRATEGY	RECOVERY
<b>Patient Lists</b>	Patient Lists will be unavailable in EMR. Messages from the PAS will queue until EMR is available again. <ul style="list-style-type: none"> <li>• Current Inpatient Lists –724 Access Viewer for the ward lists</li> <li>• Custom Lists – delayed until EMR is available.</li> </ul>	Wait until queued messages have been processed, and lists are up to date. Then can refer to Location Lists and Custom Lists etc. as per usual.
<b>Allergies</b>	<p><b>Documentation of New Allergies</b></p> <ul style="list-style-type: none"> <li>• Delay if possible</li> <li>• Document allergies on the ALERT Divider at the front of the patient file and on admission forms , paper drug chart and Medication print outs from the 724 Access Viewer</li> </ul> <p><b>Viewing /checking Previous Documented Allergies</b></p> <ul style="list-style-type: none"> <li>• Access Patient Information on the 724 Access Viewer</li> </ul>	<p><b>Nurse</b></p> Back enter allergies recorded during downtime.
<b>Prescribing Discharge Medications</b>	All wards should access their hospital paper prescription pads.  For additional prescription pads: <ul style="list-style-type: none"> <li>• In business hours contact pharmacy department</li> <li>• Out of hours contact the Emergency Coordinator</li> </ul> <p><b>NB</b> Ensure all 3 copies are sent to pharmacy as the red copy is filed in the patient Medical Record.</p>	<p><b>Nurse</b></p> Return prescription pads to secure location and review stock levels.

# EMR Downtime Business Continuity Plan



EMR is Down		
FUNCTION	DOWNTIME STRATEGY	RECOVERY
<b>Orders (Pathology)</b>	<p>NUM/ANUM will retrieve Downtime Pack and Pathology Order pads.</p> <p><b>Orders not yet placed</b></p> <ul style="list-style-type: none"> <li>• Delay placing order if possible.</li> <li>• If urgent, use written order process i.e. Pathology Order forms from Downtime pack.</li> <li>• Document the orders placed in the progress notes in the medical record.</li> </ul> <p><b>Viewing / Checking Orders already placed prior to Downtime</b></p> <ul style="list-style-type: none"> <li>• Access under Patient Information on the 724 Access Viewer</li> </ul>	<p><b>Doctor</b></p> <ul style="list-style-type: none"> <li>• For orders that have been placed on paper during downtime - do nothing. Result will go into EMR when test completed.</li> <li>• Enter Orders in EMR that were delayed.</li> <li>• Check that any orders placed prior to downtime are on the system.</li> </ul> <p><b>NUM/ANUM</b></p> <p>Retrieve all paper order pads and place back in Downtime pack. Return Downtime pack to the designated storage area.</p>
<b>Orders (Radiology)</b>	<p>NUM/ANUM will retrieve Downtime Pack and Radiology Order pads.</p> <ul style="list-style-type: none"> <li>• Delay orders if possible</li> <li>• If urgent , complete new orders on the Radiology Order forms</li> <li>• Ward Clerk to fax orders to appropriate Radiology department</li> </ul>	
<b>Orders awaiting Co-Sign</b>	<p>Delay until EMR is available. NB: The order can still be progressed without the co-sign occurring.</p>	<p>Doctor to log on to Message Centre and Co-sign all orders.</p>

EMR is Down		
FUNCTION	DOWNTIME STRATEGY	RECOVERY
<p><b>Pathology Collections – Existing Orders in Planned Downtime</b></p>	<p><i>For orders placed prior to downtime but not yet collected:</i></p> <p>NUM/ANUM print Downtime Path &amp; Drs orders extract report from Powerchart to view all orders that require collection during downtime period.</p> <p>NUM/ANUM to cross reference and review Downtime Path report and PAL and identify:</p> <ul style="list-style-type: none"> <li>• Urgent orders or orders due for collection for the anticipated period of downtime.</li> <li>• Orders that are Nurse collect vs Pathology Collect.</li> <li>• Pre-print pathology labels and requisition forms</li> </ul> <p><b>Specimen Collection</b></p> <ul style="list-style-type: none"> <li>• Take specimen using paper order to identify patient</li> <li>• Place the pre-printed pathology label on the correct container</li> <li>• Hand label specimen with patient bradma and write on Date, Time &amp; Signature of collector</li> <li>• Complete collection details on the paper order</li> <li>• Take a photocopy of the order and give to the NUM / ANUM to assist with charting tasks post downtime. Attach the Downtime Path &amp; Drs orders extract report with all photocopy requisition forms</li> <li>• Place order and specimen(s) in plastic bag and send to Pathology.</li> <li>• Document the collection in the patient medical record</li> </ul>	<p><b>NUM/ANUM</b></p> <p><b>Chart the collection:</b></p> <p>Use the photocopy of the order and the Downtime Path &amp; Drs orders extract report that has been kept on the ward to back enter collected specimens via PAL &amp; QuickChart all collections made during downtime period. Ensure that the actual correct date and collection time are entered</p> <p>Note: For orders actually placed during downtime charting will not be required as no tasks will have been generated.</p>

# EMR Downtime Business Continuity Plan



EMR is Down		
FUNCTION	DOWNTIME STRATEGY	RECOVERY
<p><b>Pathology Collections – New Orders in Planned &amp; Unplanned Downtime</b></p>	<p><b>For new orders placed during planned downtime or unplanned:</b> Order forms will be handwritten on the pathology order forms from the downtime pack.</p> <p><b>Specimen collection</b></p> <ul style="list-style-type: none"> <li>• Attach a bradma on order slip to identify the patient</li> <li>• Take specimen using handwritten order to identify patient.</li> <li>• Label specimens with patient bradma plus Date, Time &amp; Signature of collector</li> <li>• Complete collection details on the paper order</li> <li>• Place order and specimen(s) in plastic bag and send to Pathology.</li> </ul> <p>Document the collection in the patient medical record</p>	
<p><b>Results – Viewing</b></p>	<p><b>724 Access Viewer</b></p> <p>Pathology, Radiology Results and Discharge Summaries - The data provided in 724Access Viewer is less than two minutes older than the data found in EMR. Data is retrievable to 30 days prior.</p> <p>In addition Results can be accessed for:</p> <p><b>Pathology: AUSCARE</b> – Generic Auscare logins for medical staff will be activated for the duration of the outage. (Intranet home page, Select Applications, Select Pathology Reports , Enter <b>geneh</b> for Username, Enter <b>eh123eh</b> for Password. Search using Surname or UR with site Prefix. E.g.: <b>B123456</b></p> <p><b>Radiology Reports: PACS XERO</b> – Intranet home page, Select Applications, Select Medical Imaging, Use your current logon or contact ICT for access</p> <p><b>Discharge Summaries: CPF</b> – Log directly onto CPF to access reports</p> <p>NB Process to notify treating doctors of critical results will not change. These results will be phoned through.</p>	<p>Messages containing the results reports will queue until EMR is available and the results will subsequently be viewable in EMR.</p>

# EMR Downtime Business Continuity Plan



EMR is Down		
FUNCTION	DOWNTIME STRATEGY	RECOVERY
<b>Results - Endorsing</b>	Delay results endorsing process.	<b>Doctor</b> Access Patient Results Review tab and endorse any results that are now available OR assigned Medical Officer messages in Message Centre and clear any unendorsed results.
<b>Discharge Summary</b>	Delay if discharge is scheduled > 24 hours. If Urgent – Handwrite Discharge Letter	Handwritten discharge medications generated during downtime, will not automatically pull into the electronic discharge summary. These will have to be manually added when commencing the discharge summary after a downtime
<b>Documentation (Diagnoses, Alerts, Input /Output etc.)</b>	Document on medical record forms.	<b>Doctor</b> <ul style="list-style-type: none"> <li>• Back enter Diagnoses, Problems or Alerts, and procedures entered during downtime as clinically required</li> <li>• Stamp or hand record on paper forms that data has been entered in EMR and file in medical record</li> </ul> <b>Nurse</b> <ul style="list-style-type: none"> <li>• Back enter Problems or Alerts recorded during downtime as clinically required</li> </ul> Stamp or hand record on paper forms that data has been entered in EMR and file in medical record

# EMR Downtime Business Continuity Plan



## PAS (HOMER) is down

All Patient Registrations, Admissions, Discharges and Transfers are done in PAS (HOMER)

The information only appears in EMR after the data has been entered in PAS (HOMER).

NB: If PAS (HOMER) is down, patients in EMR will remain in the location they were in at the time PAS (HOMER) went down.

PAS (HOMER) is Down		
FUNCTION	DOWNTIME STRATEGY	RECOVERY
<b>Admission</b>	Patient is admitted with a PAS downtime UR# Patient admission is recorded on Downtime Patient Movement Log.	Patient is admitted into PAS medical records will merge UR# if required.
<b>Transfers to Wards</b>	Keep track of transfers on Downtime Patient Movement Log. Use patient name or URN searches rather than Patient Lists	Ward Clerks or AHS update PAS to reconcile patient locations
<b>Discharges</b>	Keep track of transfers on Downtime Patient Movement Log.	Ward Clerks or AHS update PAS to reconcile patient locations
<b>Patient Lists</b>	Utilise patient List in EMR to see where patients were located at the time PAS went down.	
<b>Radiology Orders</b>	Only order radiology requests that are urgent or required now.  For current inpatients or new admissions with a previous UR #, order Radiology in EMR as per usual. Results will be posted to EMR as per usual  Where a new UR # needed to be allocated (i.e. no previous EH UR #) ring Radiology for Results if urgent. Results will not be posted to EMR until PAS recovery  Critical results will be rung through.	Nil Results will be posted in EMR after the PAS registration is processed for new admissions with new EH UR #
<b>Pathology Orders</b>	Only order pathology requests that are urgent or required now. For current inpatients or new admissions with a previous UR #, order pathology in EMR as per usual. Results will be posted to EMR as per usual Where a new UR # needed to be allocated (i.e. no previous EH UR #) ring Pathology for results if urgent. Results will not be posted to EMR until PAS recovery Critical results will be rung through.	Nil Results will be posted in EMR after the PAS registration is processed for new admissions with new EH UR #

# EMR Downtime Business Continuity Plan

PAS (HOMER) is Down		
FUNCTION	DOWNTIME STRATEGY	RECOVERY
Pathology Collections	Collect and chart as per usual being aware that patient locations and patient lists may not be accurate i.e. they will display the patient location at the time the PAS went down	Nil Patient locations will be updates when PAS updates have been performed

## Network Down–Printing Alternatives

Network Down - Alternate Printing		
FUNCTION	FUNCTION	FUNCTION
Pathology Label Printers only	Pathology Label Printers only	Pathology Label Printers only
Pathology Requisition printers	Go to EMR downtime	Nil
Printing Discharge Summaries	Delay printing output	Print and post discharge summary after printers are restored.
Patient Transfer Documentation	From the 724 Access Viewer, Print Patient Orders Radiology and Pathology and Patient Information (Includes Allergies).	Nil

## Integration Engine(s) Down

The Integration Engine is pivotal in making all the systems talk to each other. The Integration Engine channels the messages between the PAS, EMR, Radiology, Pathology and Pharmacy Systems.

If there are delays in sending messages through the Integration engine, the normal processes will be disrupted.

It may appear as though all systems are working correctly. Indicators that something is amiss could be:

- New admissions, transfers etc. made in PAS will not appear in EMR
- Messages are not being received in third party systems i.e. Pathology, Radiology, Pharmacy
- Results from Pathology or Radiology are not appearing in EMR

# EMR Downtime Business Continuity Plan



Integration Engine Down		
FUNCTION	DOWNTIME STRATEGY	RECOVERY
<b>Patient Lists/ MRN Search</b>	New admissions may not appear in EMR .There may be no episode/ encounter in EMR in order to place orders.	Messages will flow through after Integration Engine is restored  Ward Clerks will need to reconcile and check patient lists in their ward are accurate.
<b>Radiology Orders</b>	NUM/ANUM will retrieve Downtime Pack and Radiology Order pads. New orders are to be hand written on paper radiology order forms and faxed to the appropriate Radiology department	Messages will flow through after Integration Engine is restored
<b>Pathology Orders</b>	NUM/ANUM will retrieve Downtime Pack and Pathology Order pads. New orders are to be hand written on paper pathology order forms	Messages will flow through after Integration Engine is restored
<b>Results &amp; Results Endorsing</b>	Commence EMR downtime process. Urgent/ Critical results will be phoned through the ordering doctor	Messages will flow through after Integration Engine is restored
<b>Discharge Summary</b>	Commence EMR downtime process	Messages will flow through after Integration Engine is restored



## B - PLANNED DOWNTIME

A window for planned downtime is set aside each month to conduct any maintenance or upgrades. Work can usually be completed without a full outage. In addition, there will be a small outage each year to reset times for Daylight Savings changeovers.

**EMR outages will be included in IT notifications – please ensure that this information is disseminated to all relevant staff. As these outages are scheduled to occur overnight, a page will also be sent by the Emergency Coordinators to each ward 30mins prior to the system going down.**

### Prior to Downtime

**Prior to Downtime the nurse in charge undertakes the following:**

Actions required	Comment	How to Guide Reference
Locate Downtime Pack		N/A
Collect Pathology specimens which are due now		N/A
Print Downtime Path & Drs orders extract to determine the patients that have Pathology tests ordered during downtime	Cross reference this report together with the PAL to print pathology requisition forms and labels	How to print Downtime Path & Drs orders extract from Powerchart
Prepare Pathology requests which are due during the downtime	Ensure there is a printed pathology order form and specimen labels available for those patients requiring a collection during downtime – collection tubes should still only be labelled after the collection has occurred	How to reprint requisitions and labels
Print Radiology report to determine which patients have Radiology requests ordered		How to print Radiology orders report

# EMR Downtime Business Continuity Plan

During Downtime:

## 1) Accessing Downtime Viewer

Step	Comment	How to Guide Reference
Locate your ward 724 Access Viewer Computer	There is a dedicated 724 on each ward	N/A
Log into downtime computer (Open computer up)	<b>User Name = .\ehcare</b> <b>Password = ehcare</b>	Accessing Downtime Viewer
From the desktop, open 724 Access and log in (Access application)	<b>User Name = ehcare</b> <b>Password = ehcare</b>	Accessing Downtime Viewer

## 2) Downtime Viewing and Printing

Step	Comment	How to Guide Reference
Select your ward/location		N/A
Select your patient		
View pathology and radiology results on 724 Access viewer		How to search for pathology results and radiology reports on 724
View pathology results in AUSCARE	Generic Auscare logins for medical staff will be activated for the duration of the outage. Go to Intranet home page, Select Applications, Select Pathology Reports, Enter <b>geneh</b> for Username, Enter <b>eh123eh</b> for Password. Search using Surname or UR with site Prefix. E.g.: <b>B123456</b>	N/A
View radiology reports on PACS XERO	From the Intranet home page, Select Applications, Select Medical Imaging and use your current logon or contact ICT for access	N/A
Print relevant or required patient documentation	The ward may require a list of outstanding Radiology or Pathology tests	Downtime printing of outstanding orders from 724

# EMR Downtime Business Continuity Plan

## 3) Ordering Pathology and Radiology

**Delay all pathology and radiology orders unless Urgent or required now.**

Step	Comment	How to Guide Reference
Pathology test required	Use handwritten Pathology request forms in Downtime pack, stamp with downtime stamp and document in patient medical record.	N/A
Medical Imaging test required	Use handwritten Radiology request forms in Downtime pack, stamp with downtime stamp and document in patient medical record.	

## 4) Pathology Collection

Step	Comment	How to Guide Reference
Cross reference Downtime Path & Drs orders Extract report and printed pathology requisitions/labels	Prioritise workload during downtime.	Pathology collection guide
Take specimen	Record date and time taken in patient medical record Photocopy requisition form and record date/time when specimen collected	

## 5) Radiology

Step	Comment	How to Guide Reference
Review orders in downtime viewer		N/A
Call radiology prior to sending patient as per Open Access		

## 6) Discharge medications

Step	Comment	How to Guide Reference
Order <b>discharge medications</b> on hospital prescription pads	Further supplies: <ul style="list-style-type: none"> <li>- In hours from pharmacy</li> <li>- Out of hours from after-hours cupboard</li> </ul> <p>Ensure all three copies of discharge script is sent to pharmacy as the red copy will be scanned into the patient's medical record</p>	N/A

# EMR Downtime Business Continuity Plan

## Post Downtime:

### 1) Pathology

Step	Comment	How to Guide Reference
Resume system use as per normal for future orders	Alerts for future orders will not appear for orders written during downtime.	N/A
Chart specimens taken during downtime as done in EMR	Use the completed photocopied requisition forms and Downtime Path & Drs orders extract report to chart tasks as completed	Recording of pathology collected during downtime
New pathology orders written on paper and taken during downtime.	No action required results will appear in EMR.	N/A
Enter pathology orders for the next day back into EMR and destroy paper request.	If only urgent and required now tests are entered there should be no requirement to re-enter tests into EMR.	N/A

### 2) Radiology

Step	Comment	How to Guide Reference
Radiology tests ordered and/or test performed.	No action required results will appear in EMR.	N/A
Enter radiology orders for the next day back into EMR and destroy paper request.	If only urgent and required now tests are entered there should be no requirement to re-enter tests into EMR.	N/A



## C - UNPLANNED DOWNTIME (EMR)

An unplanned downtime is:

1. Users unable to access the system

If multiple users/workstations are experiencing problems, notify your Manager (during business hours) or the Afters Hours Coordinator (after business hours) to alert the IT Help Desk who will assess the situation and determine the cause of the outage.

Do not use downtime procedures unless a public address announcement or broadcast message has been distributed by the IT Helpdesk.

2. Information entered in the Patient Administration System (PAS /HOMER) has not come through to EMR

Users may notice that admissions, discharges and transfers completed in the PAS/HOMER are not appearing in EMR. This may be an indicator that there is a problem with the integration of the systems. Report the problem to the Eastern Health IT Helpdesk.

3. System Slowness

Users may experience response times that are significantly slower than optimal for patient care delivery. Problems with access or performance should first be reported to the IT Help Desk to enable them to monitor the response time and determine the cause of the issue. In some rare cases the 'slowness' may indicate a larger problem and would constitute the same response as a full system outage.

Initiating a code yellow:

If a problem is identified which impacts EMR the user contacts the IT Help Desk on **ext 26700** for assistance in determining the cause of problem. The user will escalate to their manager to escalate HIC or After Hours Coordinator who will determine whether a Code Yellow is required.

Initiating downtime

A Code Yellow is called for an unplanned downtime. The decision to call a Code Yellow can be made by any member of staff. The instigator of the Code Yellow must in turn inform the Downtime Manager. A code yellow will activate the Business Continuity Process across the site for all members of staff.

If an unplanned downtime occurs overnight, the After Hours Coordinator will send a page out to each ward to notify them when a Code Yellow is called and also when the Code Yellow is stood down.

Downtime Manager

A downtime manager is the Hospital Incident Controller or After Hours Coordinator. They are responsible for coordinating the downtime and calling stand down upon resolution.

# EMR Downtime Business Continuity Plan

## During Downtime

### 1) Initiating a code yellow

Step	Comment	How to Guide Reference
Contact Manager or After Hours Coordinator		N/A
Announcement will be heard across the site over the WIP		

### 2) Accessing Downtime Viewer

Step	Comment	How to Guide Reference
Locate your ward 724 Access Viewer Computer	There is a dedicated 724 on each ward.	N/A
Log into downtime computer (Open computer up)	<b>User Name = ehcare</b> <b>Password = ehcare</b>	Accessing Downtime Viewer
From the desktop, open 724 Access and log in (Access application)	<b>User Name = ehcare</b> <b>Password = ehcare</b>	Accessing Downtime Viewer

### 3) Downtime Viewing and Printing

Step	Comment	How to Guide Reference
Select your ward/location		N/A
Select your patient		
View pathology and radiology results on 724 Access viewer		How to search for pathology results and radiology reports on 724
View pathology results in AUSCARE	Generic Auscare logins for medical staff will be activated for the duration of the outage. Go to Intranet home page, Select Applications, Select Pathology Reports, and Enter <b>geneh</b> for Username, Enter <b>eh123eh</b> for Password. Search using Surname or UR with site Prefix. E.g.: <b>B123456</b>	N/A
View radiology reports on PACS XERO	From the Intranet home page, Select Applications, Select Medical Imaging and use your current logon or contact ICT for access	N/A
Print relevant or required patient documentation	The ward may require a list of outstanding Radiology or Pathology tests	Downtime printing of outstanding orders from 724

# EMR Downtime Business Continuity Plan



## 4) Ordering Pathology and Radiology

**Delay all pathology and radiology orders unless Urgent or required now.**

Step	Comment	How to Guide Reference
Pathology test required	Use handwritten Pathology request forms in Downtime pack, stamp with downtime stamp and document in patient medical record.	N/A
Medical Imaging test required	Use handwritten Radiology request forms in Downtime pack, stamp with downtime stamp and document in patient medical record.	

## 5) Pathology Collection

Step	Comment	How to Guide Reference
Check pathology requisitions	Prioritise workload during downtime.	Pathology collection guide
Take specimen	Record date and time taken in patient medical record	

## 6) Radiology

Step	Comment	How to Guide Reference
Review orders in downtime viewer		N/A
Call radiology prior to sending patient as per Open Access		

## 7) Discharge medications

Step	Comment	How to Guide Reference
Order <b>discharge medications</b> on hospital prescription pads	<p>Further supplies:</p> <ul style="list-style-type: none"> <li>- In hours from pharmacy</li> <li>- Out of hours from after-hours cupboard</li> </ul> <p>Ensure all three copies of discharge script is sent to pharmacy as the red copy will be scanned into the patient's medical record</p>	N/A

# EMR Downtime Business Continuity Plan

## Post Downtime:

### 1) Pathology

Step	Comment	How to Guide Reference
Incident Controller will notify your area via broadcast message that EMR is now available for use.		N/A
Resume system use as per normal for future orders	Alerts for future orders will not appear for orders written during downtime.	
Orders entered pre downtime chart as taken.		Recording of pathology collected during downtime
New pathology orders written on paper and taken during downtime.	No action required results will appear in EMR.	N/A
Enter pathology orders for the next day back into EMR and destroy paper request.	If only urgent and required now tests are entered there should be no requirement to re-enter tests into EMR.	N/A

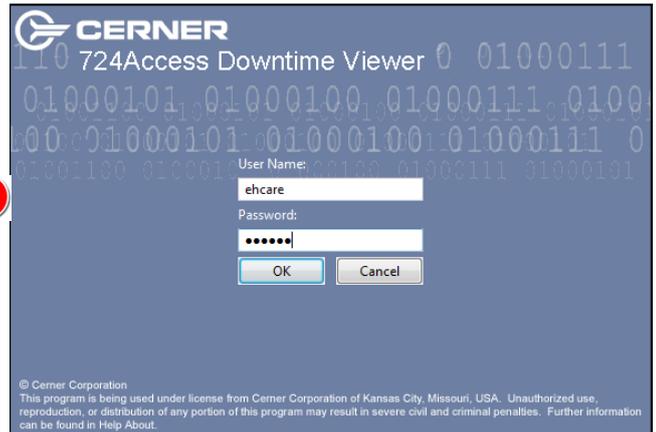
### 2) Radiology

Step	Comment	How to Guide Reference
Radiology tests ordered and/or test performed.	No action required results will appear in EMR.	N/A
Enter radiology orders for the next day back into EMR and destroy paper request.	If only urgent and required now tests are entered there should be no requirement to re-enter tests into EMR.	N/A

## D - OPENING THE 724 ACCESS VIEWER

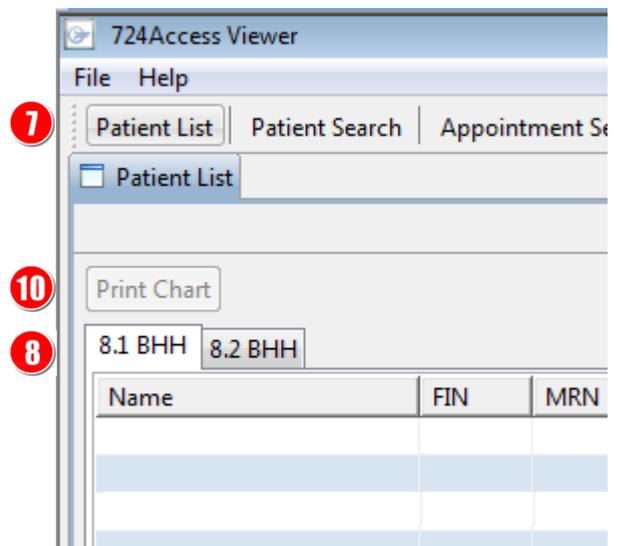
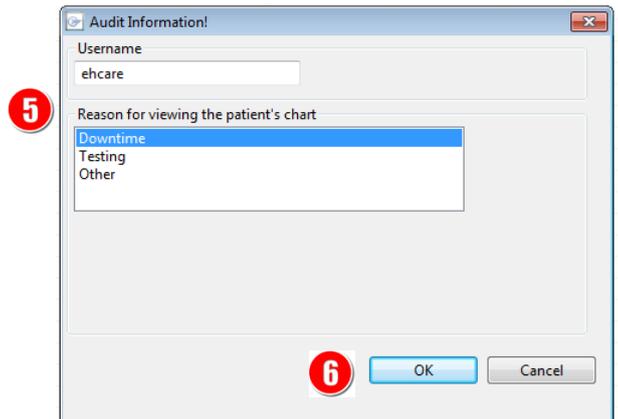
### Logging into the 724 Access Viewer:

1. Locate your ward 724 Access Viewer computer
2. If you are not logged in already, log into downtime computer using the following:
  - User name: ehcare
  - Password: ehCare
3. From the desktop, double click the **724 Access Viewer** icon
4. Log into the 724 Viewer using the following:
  - User name: ehCare
  - Password: ehCare
5. Enter the username **ehcare** and select **Downtime** as the reason for viewing the patients chart
6. Click **OK**



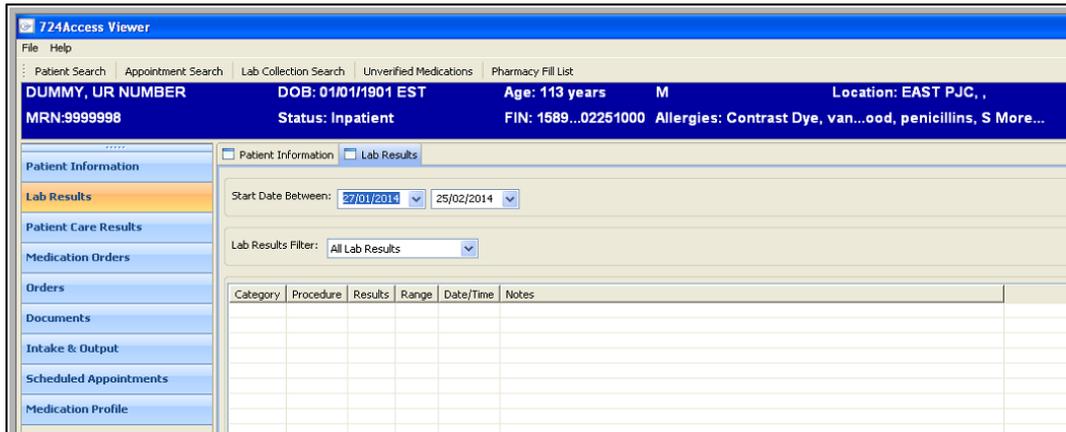
### To generate a patient list for your ward:

7. Click the **Patient List** button
8. Select the required ward tab
9. Select the required patient(s)
10. Click **Print Chart**



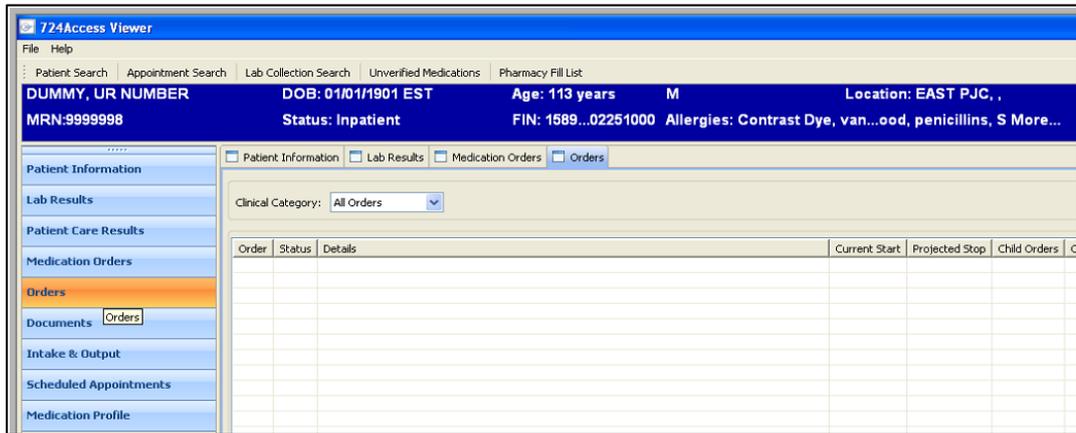
## E - HOW TO SEARCH FOR PATHOLOGY RESULTS AND RADIOLOGY REPORTS ON THE 724 VIEWER

1. Search for patient and open patient record
2. Select the Lab Results option from the Table of Contents on the left hand side. The 724 Viewer stores data for up to 30 days prior to downtime for pathology results and radiology reports.

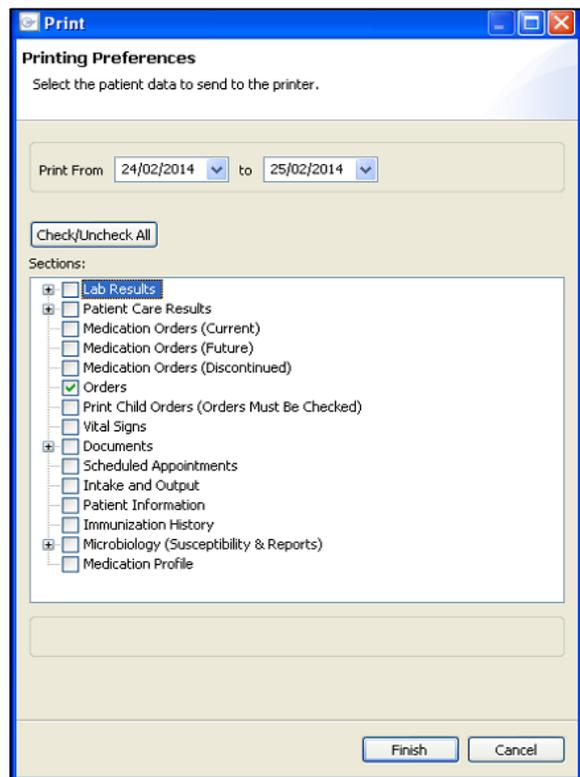


## F - PRINT OUTSTANDING ORDERS FROM 724

1. Open patient file on 724
2. To view orders already placed for patient, select Orders tab from the Table of Contents



3. To print outstanding orders for the patient, Select File from the top menu and Select Print.
4. From the list available, select Orders to print list of outstanding orders



## G - PATHOLOGY COLLECTION GUIDE

### For orders placed prior to downtime but not collected:

Print Downtime Path & Drs orders Extract report from Powerchart. NUM/ANUM cross reference report and orders from the PAL. NUM/ANUM print pathology requisition forms and labels for orders to identify:

- Urgent Orders or Orders due for collection for the anticipated period of downtime
- Orders that are Nurse collect vs. Pathology Collect

### ***Specimen Collection***

1. Collect requisition slip and printed label
2. Take specimen using paper order to identify patient.
3. Label specimen and write on the Collection Date and Time with a signature of the collector
4. Complete collection details on the requisition sheet
5. Take a photocopy of the sheet and give to the NUM/ANUM to assist with charting tasks post downtime. Attach Downtime Path & Drs orders extract report to photocopies.
6. Place order and specimen(s) in plastic bag and send to Pathology.
7. Document the collection in the patient medical record

### For new orders placed during downtime:

Order forms will be handwritten on the pathology order forms from the downtime pack

### ***Specimen collection***

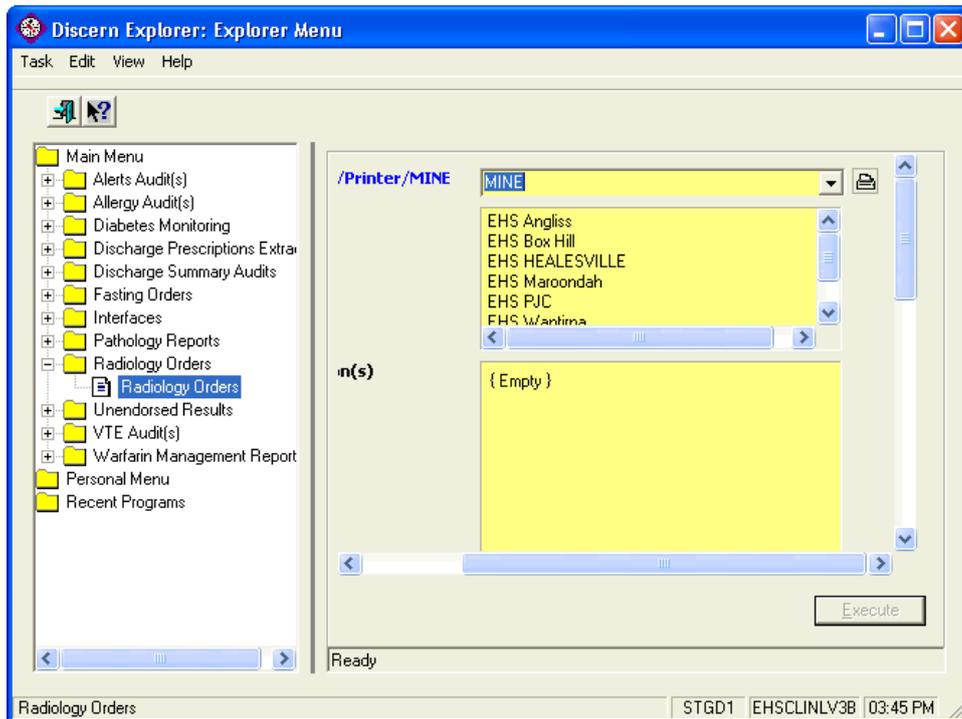
1. Attach a PAS label located in the Medical Record to identify the patient on the order slip.
2. Take specimen using Paper order to identify patient.
3. Label specimen with Name, Date of Birth, UR # or with a PAS label plus Date, Time & Signature of collector
4. Complete collection details on the paper order
5. Place order and specimen(s) in plastic bag and send to Pathology
6. Document the collection in the patient medical record

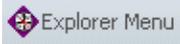


## H - RECORDING OF PATHOLOGY COLLECTED DURING DOWNTIME

1. Collect photocopied requisition slip and attach Downtime Path & Drs orders extract report
2. Double click outstanding blood drop on PAL
3. Select Chart
4. Update Collection Date and Time with documented Collection Date and Time
5. Update Performed by field with collector's name
6. Click OK
7. Close charting window

## I - HOW TO PRINT RADIOLOGY ORDERS REPORT



1. In EMR/PowerChart, Select  Explorer Menu icon
2. Enter your user name and password in the prompt box
3. From the Explorer menu select Main Menu -> Radiology Orders -> Radiology Orders
4. Select required Facility, Ward and Clinical Unit(s)
5. Select all Order Statuses
6. Adjust Date range of report
7. Click Execute

This report can be printed by clicking the Print icon



## J - REPRINTING PATHOLOGY REQUISITION SLIPS AND LABELS

### To reprint Requisitions:

- Double click on the red blood drop icon in the PAL
- Click on Reprint Requisitions
- Select the ward printer from the drop down list and click on OK

### To reprint Labels:

- Double click on the red blood drop icon in the PAL
- Click on Reprint Labels and click OK
- Select the ward label printer and click OK
- Pin the labels to the printed requisition form in preparation for specimen collection during downtime

## K - EMR Downtime Recovery Checklist

Responsibility	Task	Completed
<b>Downtime Manager</b>	Ensure end of Code Yellow is communicated to relevant staff	
<b>Nurse</b>	Use the photocopies of pathology requisition forms to chart any collections (via PAL) performed during downtime	
	Return all paper prescription pads to secure location on the ward	
	Retrieve all paper Pathology and Radiology order pads and place in Downtime pack. Return Downtime pack to the designated storage area	
<b>Medical</b>	Enter any pathology or radiology orders held over (note: it is not necessary to re-enter urgent orders placed on paper during downtime)	
	Enter any diagnoses problems, procedures or alerts from medical record forms	
	Handwritten discharge medications generated during downtime, will not automatically pull into the electronic discharge summary. These will have to be manually added when commencing the discharge summary after a downtime	
	Review Patient Results Review tab and endorse any results that are now available OR assigned Medical Officer messages in Message Centre and clear any unendorsed results.	

## L - Printing Downtime Path & Drs Orders extract report

Wards are able to run their own reports prior to a planned downtime to view the list of patients that require pathology collection during that time period.

The report will generate a list of pathology items which have not been collected or are waiting for collection.

Apply the following rules;

- Collect Now, Urgent, Time studies and Outpatient will display the collection date/time entered at order entry.
- Fasting and Routine orders in an Ordered (scheduled) status, will not display anything in the collection date/time column.
- Fasting and Routine orders in an Ordered (dispatched) status, will display the status change date/time in the collection column. (The date the order changed from scheduled to dispatched)

1. Select Explorer Menu from the toolbar



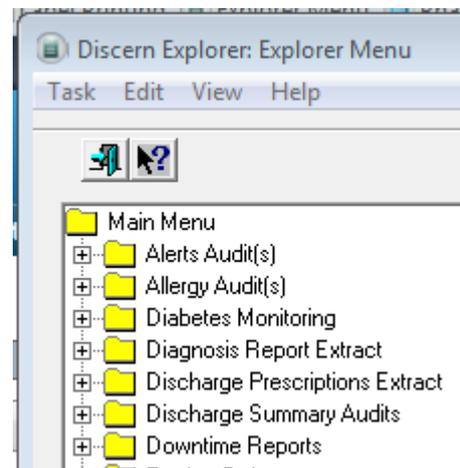
2. Double click on the Main Menu and select Downtime Reports



3. Select the Downtime Path & Doctors Orders Extract Report

4. Complete criteria

- Select \*Output to File/Printer/MINE - MINE
- Select \*Facility – EH campus
- Select \*Location – ward (e.g. 2.1)
- Select \*Collection Priority – Any\*
- Select \*Outstanding Order Types – Both
- Begin Date (eg. Date of the downtime period commencement)
- End Date (eg. Date of the conclusion downtime period)



Discern Explorer: Explorer Menu

Task Edit View Help

Main Menu  
 Personal Menu  
 Recent Programs  
 Downtime Path & Doctor Orders Extract  
 Results KPI Report  
 Allergy Recording KPI's  
 Discharge Prescriptions Extract  
 Outstanding CoSign Report  
 Alerts Audit (excel)  
 Disch Summary Audit by Unit(excel)  
 Resuscitation Orders Extract

**\*Output to File/Printer/MINE** MINE

**\*Facility**  
 DEMO 1 HOSPITAL  
 EHS Angliss  
 EHS Box Hill  
 EHS HEALESVILLE  
 EHS Maroondah  
 EHS PJC  
 EHS Wantima  
 EHS Yarra Ranges

**\*Select Location(s)**  
 Any (\*)  
 .  
 1NOV 1NOV  
 2.1 BHH 2.1  
 2.2 BHH 2.2  
 3.1 BHH 3.1  
 3.3 BHH 3.3  
 3.4 BHH 3.4  
 4.1 BHH 4.1  
 4.3 BHH 4.3  
 5.1 BHH 5.1  
 5.2 BHH 5.2  
 5.3 BHH 5.3  
 6.1 BHH 6.1

**\*Collection Priority**  
 Any (\*)  
 Collect Now  
 Fasting  
 OP Collection  
 Routine  
 Timed Study  
 URGENT

**\*Outstanding Order Types**  
 Both  
 Pathology  
 Doctors Orders

**\*Begin Date** 26/11/2015

**\*End Date** 26/11/2015  
 (nb: limited to < 60 days)

Execute

1. Click on Execute to generate report

# EMR Downtime Business Continuity Plan

	BUILDING	FACILITY	UNIT	ROOM	BED	MRN	PATIENT_NAME	DOB
1	EHS Box Hill	EHS Box Hill	2.2 BHH			913396	COFFEE, CUPPA	09/12/
2	EHS Box Hill	EHS Box Hill	2.2 BHH			913396	COFFEE, CUPPA	09/12/
3	EHS Box Hill	EHS Box Hill	2.2 BHH			913396	COFFEE, CUPPA	09/12/

2. To view the entire report use the scroll buttons to the bottom and the right of the screen
3. To print the report, select the print icon on the top of the screen
4. Select the printer in your area and click OK



**Note:** Cross reference this report with information from the PAL to identify which patients require pathology collection during the downtime period. Keep this report together with the photocopied completed requisition forms once the specimen has been collected and use to chart all outstanding orders post downtime.

## N - EMR Downtime Recovery Checklist

Responsibility	Task	Completed
<b>Downtime Manager</b>	Ensure end of Code Yellow is communicated to relevant staff	
<b>Nurse</b>	Use the photocopies of pathology requisition forms to chart any collections (via PAL) performed during downtime	
	Return all paper prescription pads to secure location on the ward	
	Retrieve all paper Pathology and Radiology order pads and place in Downtime pack.  Return Downtime pack to the designated storage area	
<b>Medical</b>	Enter any pathology or radiology orders held over (note: it is not necessary to re-enter urgent orders placed on paper during downtime)	
	Enter any diagnoses problems, procedures or alerts from medical record forms	
	Handwritten discharge medications generated during downtime, will not automatically pull into the electronic discharge summary. These will have to be manually added when commencing the discharge summary after a downtime	
	Review Patient Results Review tab and endorse any results that are now available OR assigned Medical Officer messages in Message Centre and clear any unendorsed results.	