CIS Downtime
Charge Services

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Downtime Procedures

After Downtime, all data will be entered into CIS

Before Downtime (CIS)
- Notification of downtime will be received by Charge Services users as per the Provincial Downtime Notification process and the Facility Notification process. Each facility has its own Notification process.
- Finance may postpone running the interface between CIS and FIS. This routinely runs at 0600 daily.
- Registration will provide an inpatient listing to Finance in each facility with all current patients that are registered - this will provide dates of admission.
- Ensure that Downtime Kit contains the Downtime documents (there are no downtime forms)
- All staff must be aware of the location of the Downtime Kit on their unit.

Downtime (CIS)
- All paperwork related to an inpatient encounter such as Room Accommodation Forms, Green Declarations and signed Insurance Forms will still be coming to Finance. Transfers etc. need to be kept in admitting for later input.
- Receipts for payment related to the downtime period shall be provided to the patient. These receipts should give as much detail as possible to correspond with the charge that will be entered after the fact and matched to the receipt.
- If the Downtime is Scheduled and there is no access to CIS and the patient is leaving and asking for their bill – refer to the inpatient report for dates of admission, etc for any inpatients at the time of scheduled downtime. For outpatients, use a copy of their downtime paperwork.
- If the Downtime is Unscheduled (due to power downtime, server problem, technical problem, etc) and the patient is leaving and asking for their bill – we might have to ask the patient to wait for their bill in the mail – if there is no way to confirm dates of service, etc.

After Downtime (CIS):
- Charge Services users will receive notification that the system is back up as per the Provincial Downtime Notification process and the Facility Notification process. Each facility has its own Notification process.
- Admitting/Registration will be entering all encounters before Charge Services are permitted access to the system. Charges can therefore be interfaced with the correct service dates related to each.
- Transfers etc. that were kept in admitting for later input will be inputted.
- Manual Charge slips for Outpatient supplies, drugs, etc. that were completed by the various departments and charges are entered through Batch Charge Entry.
- Receipts for payment related to the downtime period that were given to the patient; the receipts should have had as much detail as possible to correspond with the charge that will be entered and matched to the receipt. When Charges come over from the interface, the payments can be matched efficiently. Necessary Information: Name, Address, Phone # (if available), Date, Type of Charge, Department Name, Amount Paid
- Notification will be received that the facility Registration Dept has all data entered back into CIS from Downtime forms.
- Scheduled Audits will take place to ensure charges entered after the fact are correct and that the discern rules and charge points are working in the environment.
- The Following will be inputted after the System is back up:
    Registrations/Transfers/Discharge – this will be done by Registration

Manual Charges from Outpatient Clinics, Orthotics, Occupational Therapy
Lab Requisitions
Correct MRNs from Central Registry

Pre-Downtime (CR)
- If notification is received that the CR is going down, Finance (Todd or Terry) may postpone running the interface between CIS and FIS. This routinely runs at 0600 daily. N.B. there is no one available after 5pm or on the weekend to do this.
- Ideally the interface would be postponed to avoid:
  - customers getting created in Oracle with the wrong MRN (i.e. the CIS Downtime MRN)
  - updates to customer records in CIS will not come across to Oracle if no more charges are processed
  - having to merge wrong customer with new one if the change does come over.

Downtime (CR)
- Some documents may be received with CIS downtime numbers on them.

Recovery (CR)
- As per the Pre-downtime section, some records in Oracle may need to be updated.

DOWNTIME QUICK REFERENCE: Charge Services

I. Pre CIS Downtime
1. Interface will not be delayed for CIS downtime.
2. Registration will provide an inpatient list to Finance
3. Ensure completeness of Downtime Kits
4. Log out of CIS (and other applications as necessary)

II. During CIS Downtime
1. Hold onto paperwork for inpatient encounters for later data entry
2. Provide receipts to patients with full details to facilitate matching during data entry
3. Some paper records may have a Downtime number for the patient. This number is prefaced with "9"
4. Refer to inpatient list for details to assist in creating a bill for a patient who is leaving.
5. Refer to outpatient downtime paperwork for outpatient bills
6. If dates of service cannot be confirmed, bill will be mailed later.

III. After CIS Downtime
1. Wait for notification that the system may now be accessed
2. Registration will have back entered all ADT transactions and created new records (and MRNs) for patients who were issued Downtime numbers
3. Enter Manual Charge slips through Batch Charge Entry

I. Pre CR Downtime
If notification is received that the CR is going down, Finance (Todd or Terry) may postpone running the interface between CIS and FIS

II. Downtime (CR)
Some documents may be received with CIS downtime numbers on them.

III. Recovery (CR)
As per the Pre-downtime section, some records in Oracle may need to be updated.