

## Foreword

Users of the Long Term Care Information Management System (hereafter referred to as PointClickCare) use an online web-based platform. There exists the possibility of disruption in resident care services in situations where PointClickCare (PCC) becomes inaccessible for a variety of reasons over an extended period of time. The following is intended to provide guidance on how to continue the delivery of resident care services during these downtime situations.

There are three potential downtime scenarios. Each carries its own set of procedures which are summarized in the table below.

<b>Scenario</b>	<b>Example</b>	<b>Procedure</b>
1 Downtime < 2 hours and fully encapsulated within a single shift	System is unavailable from 3:30-5:30am. This is the typical PCC maintenance window	Downtime procedures <u>are not</u> invoked. Staff will wait for the system to become available and then catch-up and complete on their documentation prior to the end of their shift.
2 Downtime > 2 hours and fully encapsulated within a single shift	System is unavailable from 11pm until 5am the next morning. This is the typical Government of PEI network maintenance window	Downtime procedures <u>are</u> invoked and are led by the on-shift RN Supervisor: <ol style="list-style-type: none"><li>1. The eMAR Backup reports are printed and distributed to all Households.</li><li>2. Households document on paper during the downtime period.</li><li>3. Once the system becomes available, each staff member transcribes <u>their own</u> paper documentation into PCC.</li><li>4. After double-checking that transcription has been performed without error, the temporary paper records are to be shredded.</li></ol>

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<b>Scenario</b>	<b>Example</b>	<b>Procedure</b>
3 Downtime that spans a shift change	System is unavailable from 4am until 8am, effecting both the night and day shifts	Downtime procedures <u>are</u> invoked and are led by the on-shift RN Supervisor: <ol style="list-style-type: none"><li data-bbox="938 449 1422 508">1. The eMAR Backup reports are printed and distributed to all Households.</li><li data-bbox="938 514 1422 573">2. Households document on paper during the downtime period.</li><li data-bbox="938 579 1422 701">3. At the end of their shift(s), staff members pass their paper records to the next shift where documentation continues.</li><li data-bbox="938 707 1422 829">4. When system availability returns, paper records are added to Residents' paper charts as the permanent record.</li><li data-bbox="938 835 1422 957">5. The RN Supervisor(s) makes note of the date and time the system first became unavailable and the date and time system availability returned.</li></ol>

The sections that follow describe the procedures to be followed for scenarios 2 and 3.

**Guidelines**

Each long term care home will establish and maintain these PointClickCare Downtime Procedures that provide guidance on how to manage an interruption in access to PCC due to planned and unplanned events.

Access to PCC can be interrupted for one of many reasons, the most common are the following:

- The local home network loses access to the broader Government network and to the internet
- The Government network loses internet service
- Loss of power to the facility and failure of generator backup power
- An unscheduled PCC failure
- Scheduled PCC maintenance
- Scheduled Gov of PEI network maintenance

Instructions below demonstrate the appropriate steps to employ in the event of extended PCC downtime. For the purposes of this document, an interruption in service is considered “extended PCC downtime” when it exceeds the normal 2-hour window for regularly

scheduled PCC maintenance. For downtime periods of 2 hours or less, it is sufficient for staff to operate without the system during the downtime period and then catch up with documentation when the system becomes available.

### **Downtime Procedures**

1. In the event of an **unscheduled downtime** affecting PointClickCare (PCC), and in alignment with the agreed-upon protocol that paper documentation begins if downtime exceeds two hours, the following steps should be followed:

a) **Initial Confirmation**

- The **Nurse Supervisor** contacts **ITSS** to confirm that PCC and/or network is down.

b) **First Fan-Out Call**

- Upon confirmation, the **Nurse** initiates a **fan-out call** to all households with a message indicating that PCC is currently down.
- The message should include a reminder that **downtime procedures will be implemented if the system remains down for two hours.**

c) **One-Hour Mark**

- If the system is still down after one hour, the **Nurse Supervisor** begins **printing and distributing the eMAR Backup Reports** in preparation for manual documentation.

d) **Second Fan-Out Call**

- At the two-hour mark (or earlier if necessary), the **Nurse** initiates a **second fan-out call** to notify all households that **paper documentation procedures are now in effect.**



2. The following forms will be maintained on paper and can be found in **Appendix A**.

Description	Location
<b>Nurse Progress Note</b>	Household Binder – PCC Downtime Forms
<b>Resident Care Flowsheet</b>	Household Binder – PCC Downtime Forms
<b>Vital Signs Record</b>	Household Binder – PCC Downtime Forms
<b>Neuro Vital Signs with Number</b>	Household Binder – PCC Downtime Forms

During extended PCC downtime, staff are to document using these forms. Resident labels (available on the Household) are to be affixed to these forms prior to using.

3. The on-shift RN Supervisor prints eMAR files from backup computer:

- The eMAR Backup is a process to create a paper image of electronic treatment records. The paper image serves as a backup for these records when access to PCC is interrupted. It displays a total of 7 days of documentation (3 previous days, current day, 3 future days).
- Each home has a designated laptop as the eMAR backup computer. This computer must be always connected to a power supply and be hard-wired to the internet via the docking station (at PE Home, it’s located in the RN/Nursing Clerk/Room 218).
- The Go Anywhere monitoring scheduler agent will execute every hour to download a new eMAR Backup file from PCC using Secure File Exchange (SFE) -is built for modern security challenges and healthcare data workflows. This process will retain most recent download folders and delete the oldest.
- The RN Supervisor will notify each household via a fan out call that the downtime process has been initiated.
- eMAR backup reports should only be accessed during the service interruption.
- At least 1,000 sheets (2 bundles) of letter size paper must be always kept nearby and checked periodically for integrity/moisture buildup.
- 2 replacements **Ricoh Printer Toner Cartridges** are stored onsite. At PE Home, 1 is in the File Room (Room 211) and the other in the Print Shop (Room 239). Please refer to **Appendix C** for instructions on how to replace the Ricoh Printer Cartridge.
- The locally connected Ricoh Printer 311 is the default printer for the eMAR Backup computer.
- eMAR backup reports can be found in the following folder:  
**C:\eMARBackup\Downloads**

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- Please refer to **Appendix B** for instructions on how to print the eMAR backup reports.
- A weekly audit is initiated by the Business Application Specialist from the ITSS Business Systems Services to confirm that the eMAR Backup Solution is functional.

4(a) Paper to Electronic Data Transfer:

**In situations where PointClickCare becomes available prior to a change in shift**, staff are to transcribe their own documentation in PCC. Once transcribed and verified, the paper forms are to be shredded. Statement from RIM:

*If a downtime form is used to document clinical findings by a provider during the electronic system outage and that same person enters the documentation into the system when it is back online, the downtime form would be deemed transitory (for a temporary purpose). RIM does not recommend having another person enter the notes on behalf of another as this allows opportunity for error just the same as you would never have another person document another’s notes in paper format; this is done by the person providing care.*

<b>Description</b>	<b>Location</b>
<b>Nurse Progress Note</b>	Household Binder – PCC Downtime Forms
<b>Resident Care Flowsheet</b>	Household Binder – PCC Downtime Forms
<b>Vital Signs Record</b>	Household Binder – PCC Downtime Forms
<b>Neuro Vital Signs with Number</b>	Household Binder – PCC Downtime Forms

- The on-shift RN Supervisor will notify households that the system is back online by initiating another fan out call.
- Once access to the PCC system is restored, all actions recorded on paper must be transcribed into the PCC system by the original documenter to update the resident charts.
  - This is the responsibility of the individual staff member who documented the information on paper, and it must be completed as soon as is reasonably practical. Date/time entries require keen attention to detail to ensure accuracy of the legal record.

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- Staff must **not** scan the downtime record but transcribe the information into PCC when it becomes available.
- Once the data entry has been completed in full and verified, the paper documents used during downtime must be shredded.
- The LTC Solution Office will keep a log of downtime periods in which paper documentation was temporarily required.
- This procedure is only for downtime and should not be confused with procedures for receiving paper records from external facilities or creating paper records, which need to be retained on the resident's paper chart.

4(b) **In situations where PointClickCare downtime crosses a shift change**, staff are to transfer their documentation to the next shift who will continue to document on paper until system availability returns. When PCC becomes accessible, staff add the paper documentation to each Resident's paper chart. These paper documents are the legal record in this scenario.

5. The on-shift RN Supervisor makes note of the date and time the system first became unavailable, and its date and time system availability returned. This information is to be emailed to [LTCSolutionOffice@ihis.org](mailto:LTCSolutionOffice@ihis.org)

Effective Date: October 31, 2025

Next Review Date: June 30, 2026









### Appendix B

#### Best Practice for Printing emar\_backup Files During Scheduled Downtime

To ensure uninterrupted access to essential treatment records during scheduled downtimes—whether initiated by the Government of PEI or PointClickCare—it is recommended to print the EMAR Backup Reports in advance.

Follow these best practices:

- Always use the most recent version of the Emar backup – look for “date modified” for the most recent file with recent time stamp.

Name	Date modified	Type	Size
251103173625_emar_backup	11/3/2025 1:37 PM	Compressed (zipp...	1,768 KB
251103163445_emar_backup	11/3/2025 12:35 PM	Compressed (zipp...	1,768 KB
251103153651_emar_backup	11/3/2025 11:38 AM	Compressed (zipp...	1,768 KB

- For example, if the scheduled downtime begins at 11:00 PM, and backup files are generated hourly at 30 min past the hour, wait until the 10:35 PM backup is available before printing.
- This ensures the printed reports reflect the most up-to-date information prior to the outage.

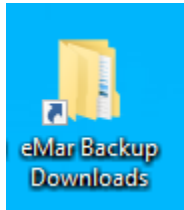
**Note:** While this is considered best practice, it is not mandatory. Registered Nurses (RNs) should use their professional judgment to determine when printing and distributing the EMAR Backup Reports is feasible, considering their workload and the availability of additional resources to assist during this time.

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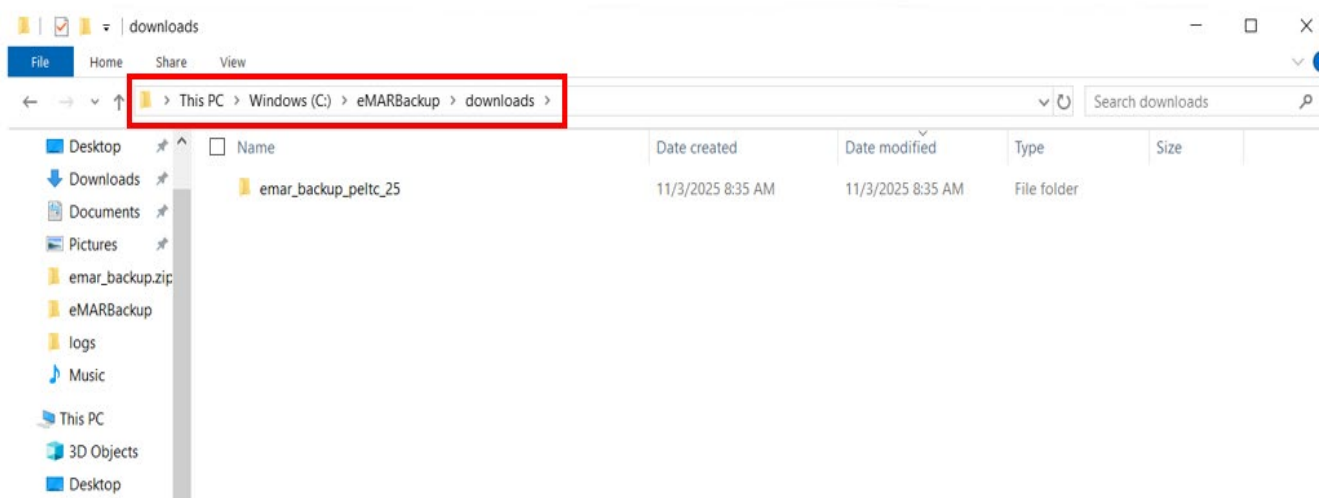


Login to the designated eMAR Backup Laptop located in the Nurse/RN Clerk office.

Locate the ‘**eMAR Backup Downloads**’ folder on the **desktop** and double click on the icon.

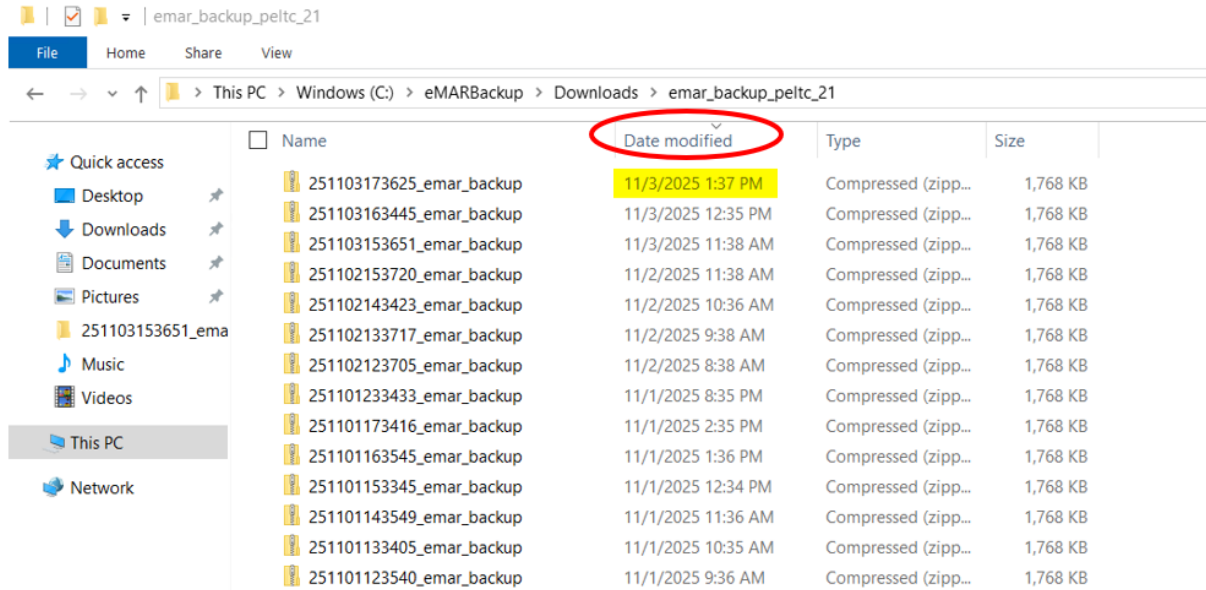


The following window will open

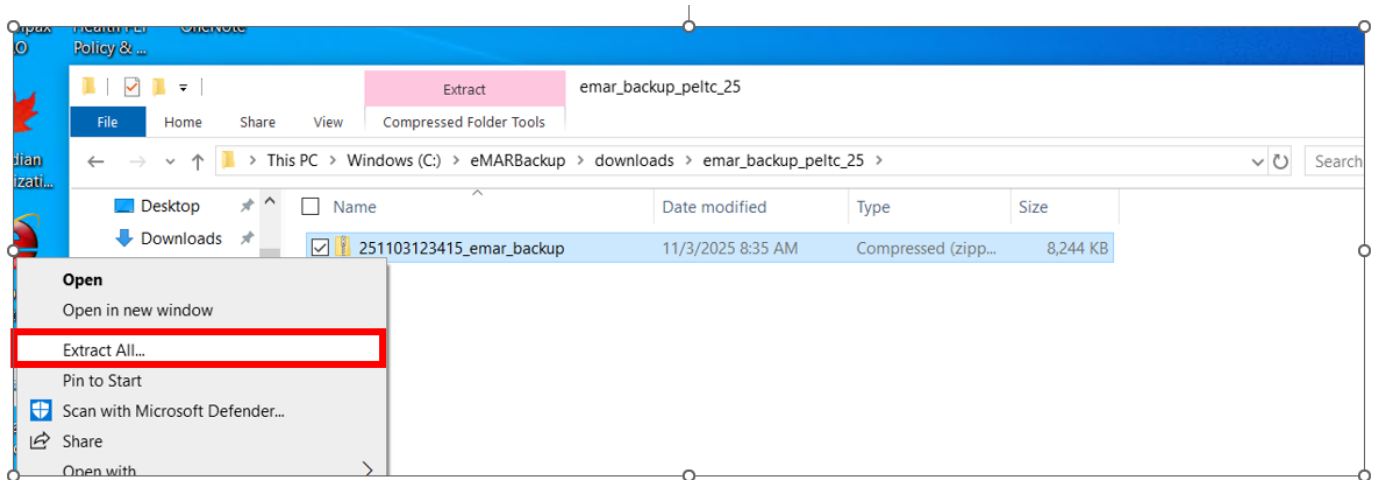


Open the folder to see a list of **ZIP files** of latest backup

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Right click then click on 'Extract All...' from the menu.



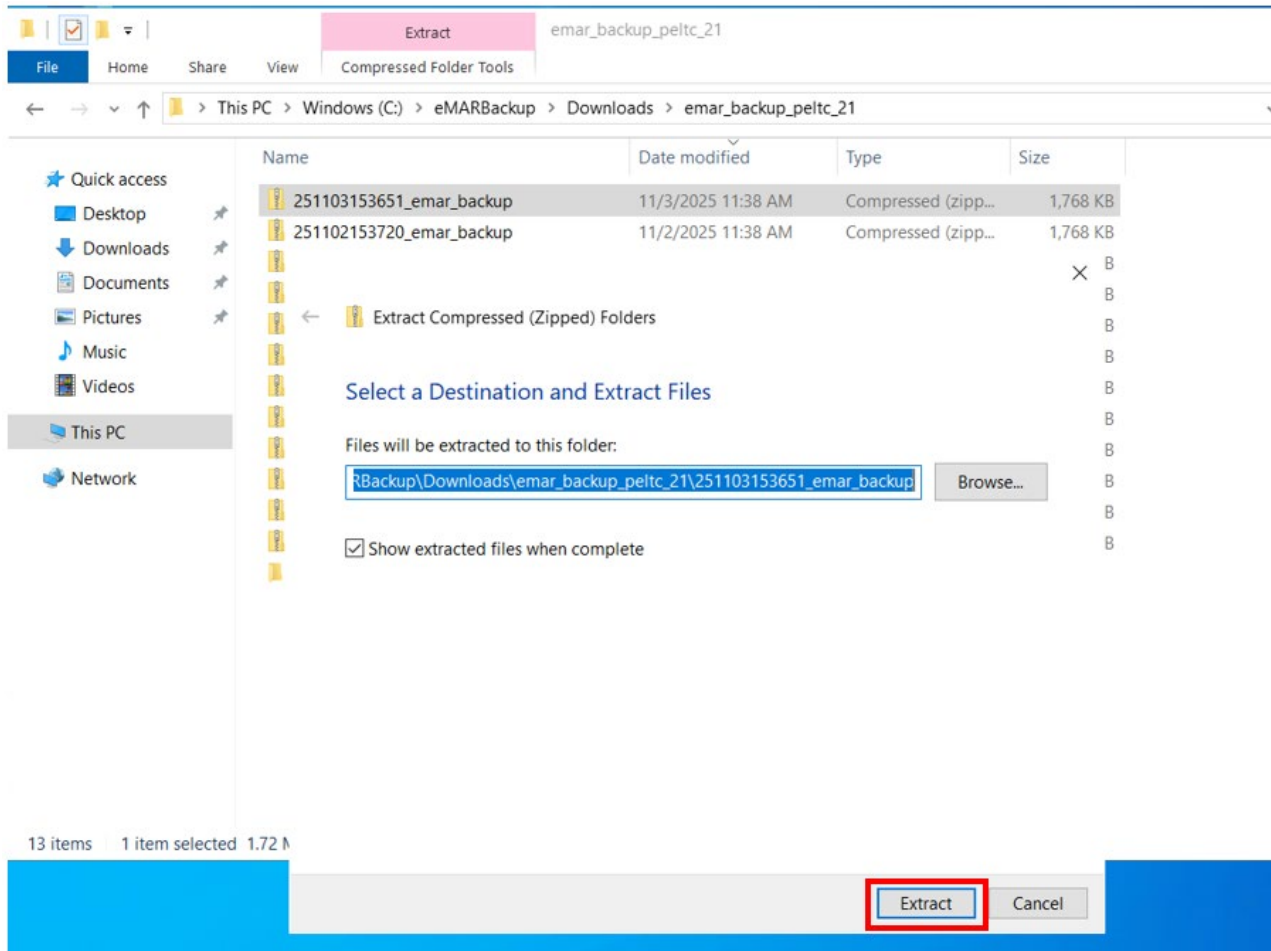
Keep the default location of 'Files will be extracted to this folder:':

Note that the 'Show extracted files when complete' button will default to checked.

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Click on the 'Extract' button.



**Select file and print process**

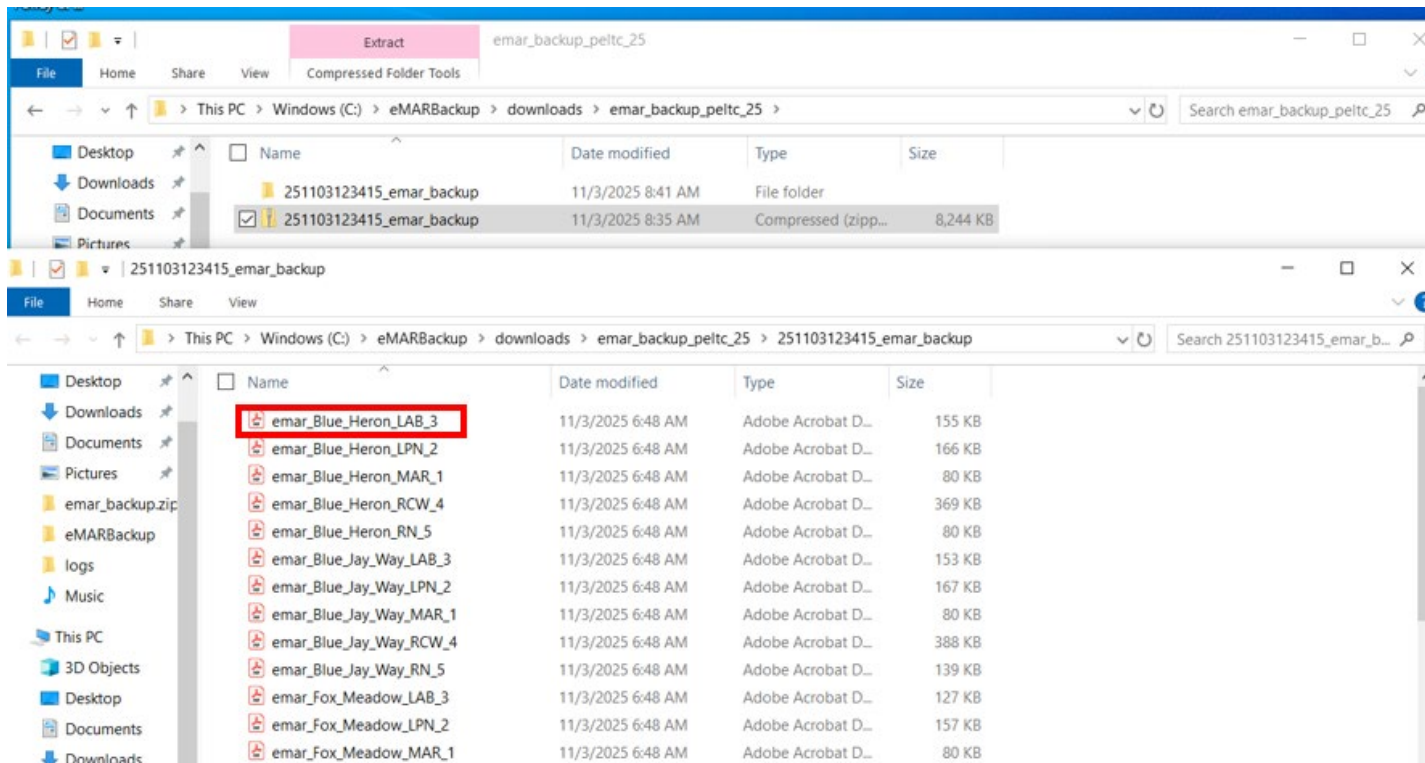
A new window will open with 50 PDF files. Double-click on the first file to open it in Adobe Reader.

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If this is the first time you're opening a PDF file, you may be prompted to choose which app to open the file. If prompted, select **Adobe Acrobat Reader**, and choose the option to make it the default app for opening PDF files.

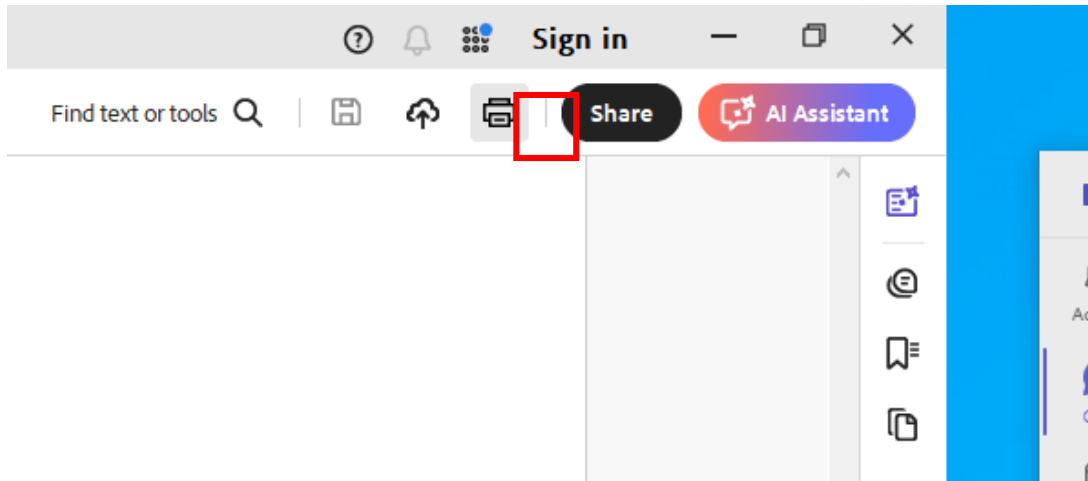
If Adobe Acrobat Reader is not your default app for PDF files, please refer to **Appendix D** to set it as the default PDF application.



Click on the 'Print' icon.

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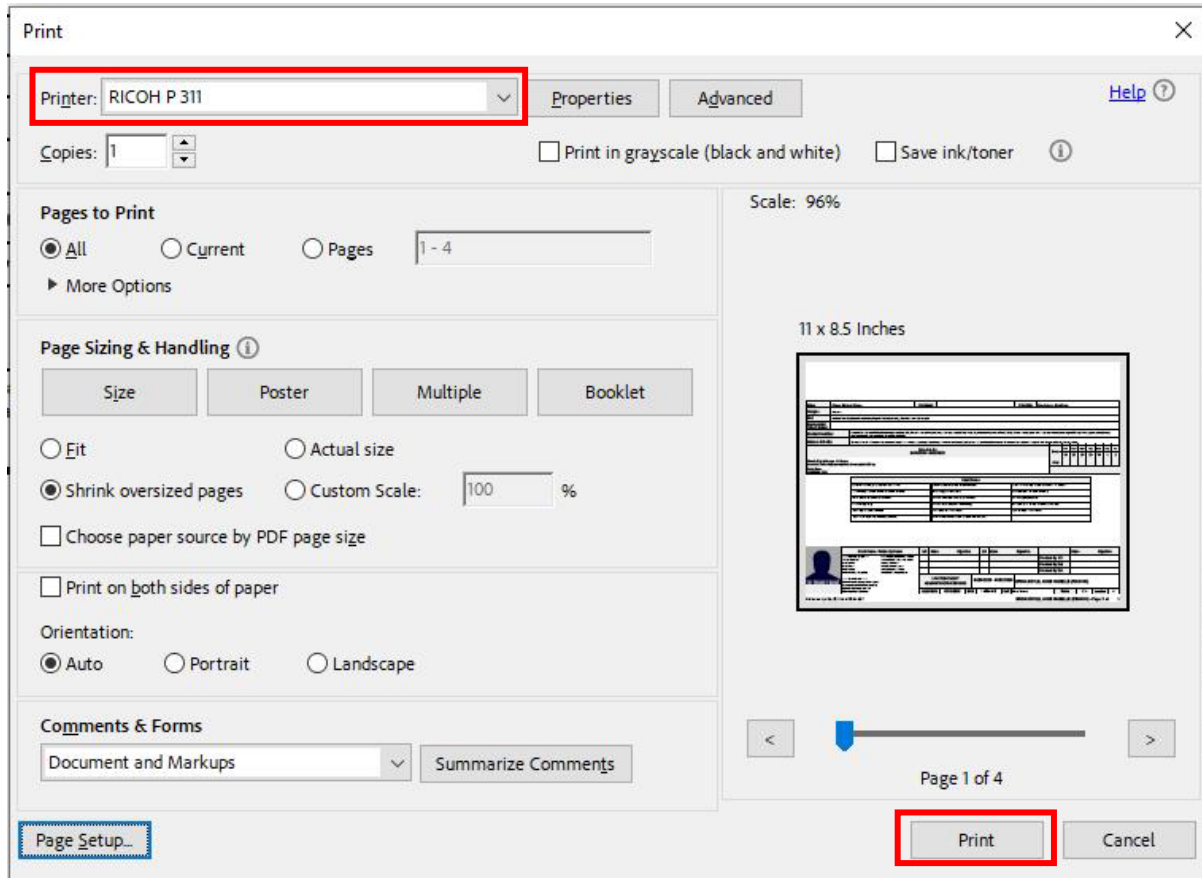
Health PEI



Confirm that you have selected the correct printer (**RICOH P 311** is the local printer), then click the **Print** button.

Please note: If this is a scheduled downtime, selecting the main printer (**RICOH MP C407 PCL 6**) may be your preferred option.

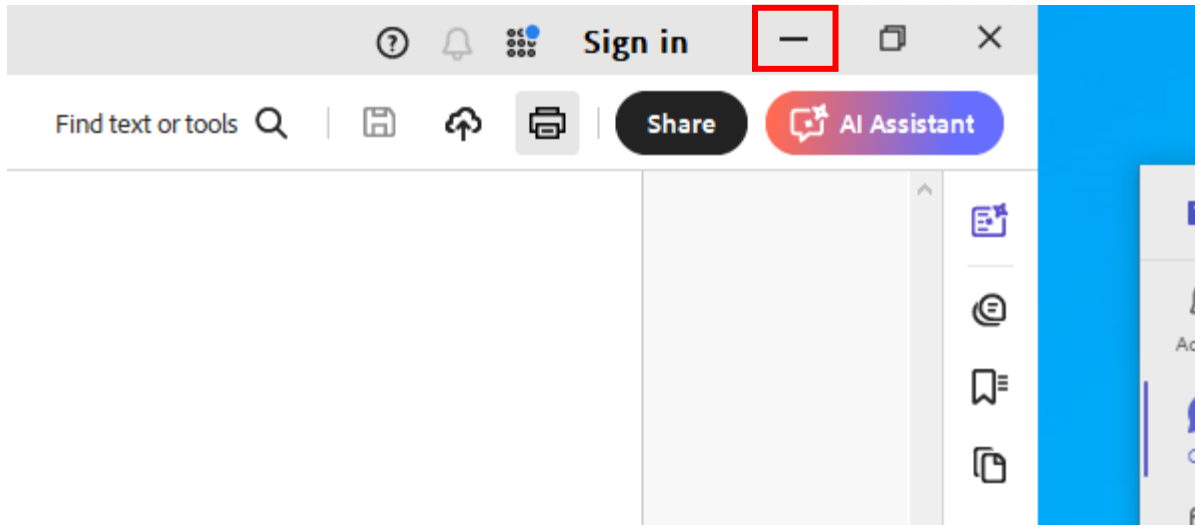
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Minimize Adobe Reader by clicking on the '-'.

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Health PEI



Repeat the **“Select File and Print”** process to print the remaining files.

Please note that Adobe Acrobat Reader includes an advanced feature that allows printing up to 15 files at a time. Please refer to Appendix E for detailed instructions.

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**Example of a printed eMAR:**

Home	Prince Edward Home	Pharmacy		Physician	Henderson, GemLynn														
Allergies	Morphine, sulFADIAZINE, Lobster, Prawns, Scallops, Shell Fish, Shrimp, Surgical tape																		
Diet	Regular diet Cut Up Meat texture, Regular/Thin consistency																		
Unscheduled "Other" Orders																			
Medical Conditions	Vascular dementia, unspecified(F01.9), Atrial fibrillation, unspecified(I48.90), Presence of cardiac pacemaker(Z95.00), Syncope and collapse(R55), Cardiomyopathy, unspecified(I42.9), Papillo edema, chronic without hemorrhage or perforation(I07.7), Pulpy degeneration of retina, unspecified(E10.9), Benign hypertension(I10), Other and unspecified irritative bowel syndrome(I58.9), Angina pectoris, unspecified(I20.9), Type 2 diabetes mellitus without (mention of) complications(E11.9), Hypothyroidism, unspecified(E03.9), Osteoporosis, unspecified(M81.9)																		
Advance Directive	Goals of Care C - Care and interventions focused on comfort, excluding Resuscitation																		
Schedule for 04/21/2025 - 04/27/2025				Hours	<table border="1"> <tr> <th>Mon</th> <th>Tue</th> <th>Wed</th> <th>Thu</th> <th>Fri</th> <th>Sat</th> <th>Sun</th> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> </table>	Mon	Tue	Wed	Thu	Fri	Sat	Sun	21	22	23	24	25	26	27
Mon	Tue	Wed	Thu	Fri	Sat	Sun													
21	22	23	24	25	26	27													
Insert/ AG cloth as needed to rash in skin fold (intact skin only)				PRN	<table border="1"> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>														
Order Date:	04/10/2025 10:59																		
Chart Codes																			
OBA=Group Observed - All		OBI=Observed Individual		OBP=Group Observed - Partial															
1=Away from home with meds		2=Drug Refused		3=Absent from home															
4=Pulse below 60/min		5=Hold/See Nurse Notes		6=Hospitalized															
7=Sleeping		8=Nauseated/Vomiting		9=Other / See Nurse Notes															
10=Spit Out Meds		11=Start IV/Feed		12=Stop IV/Feed															
13=Partial Administration		14=Resident self administered																	
	Chart Codes / Follow Up Codes		Init	Name	Signature	Init	Name	Signature	Name	Signature									
	--- Follow Up Codes --- 1=Administered 2=Effective 3=Unknown 4=On Hold By Physician --- Chart Codes --- Refer to the last page of the report for a complete list of chart codes OBA=Group Observed - All OBI=Observed Individual								Checked By 1st										
	OBP=Group Observed - Partial 1=Away from home with meds 2=Drug Refused 3=Absent from home 4=Pulse below 60/min 5=Hold/See Nurse Notes								Checked By 2nd										
									Checked By 3rd										
TREATMENT ADMINISTRATION RECORD			04/21/2025 - 04/27/2025																
Admit Date	06/20/2024	DOB		Unit	Lighthouse Cove	Room		Location	A										
Printed on: Apr 24, 2025 at 14:50:23 EDT						- Page: 1 of 1													

### Appendix C

#### How to replace the printer's toner cartridge:

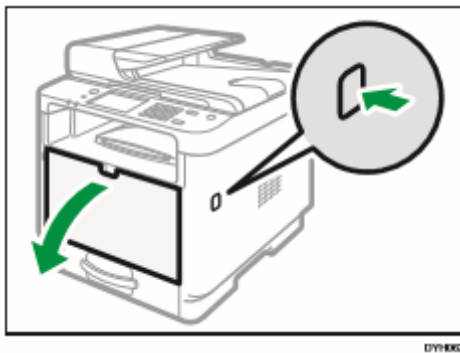
##### Messages on the screen

- Replace the print cartridge when "Replacement Required: Print Cartridge" appears on the screen.

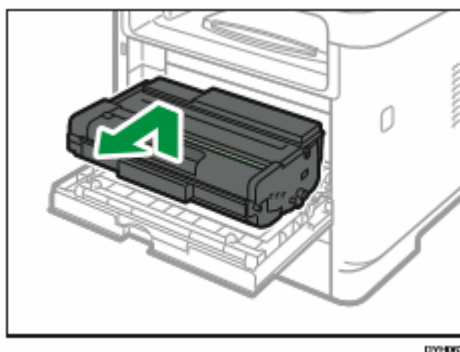
How to replace the Print Cartridge for your device, follow these steps:

##### Note

1. Push the side button to open the front cover, and then carefully lower it.



2. Hold the center of the print cartridge and carefully raise it slightly and then pull it out horizontally.



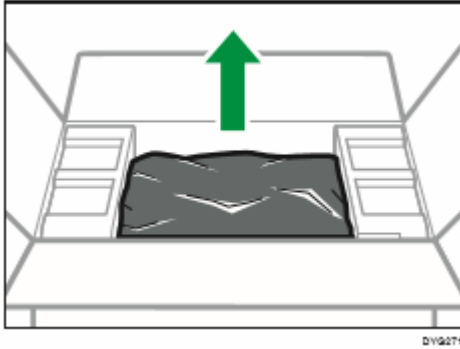
- Do not shake the removed print cartridge. Doing so can cause remaining toner to leak.

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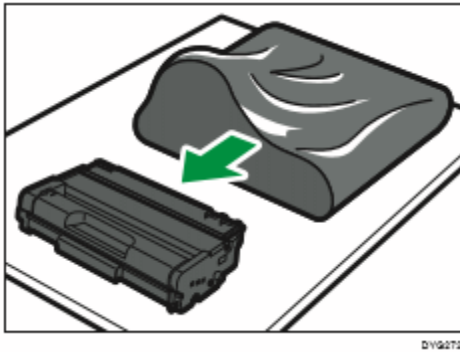


- Place the old print cartridge on paper or similar material to avoid dirtying your workspace.

3. Take the new print cartridge out of the box.

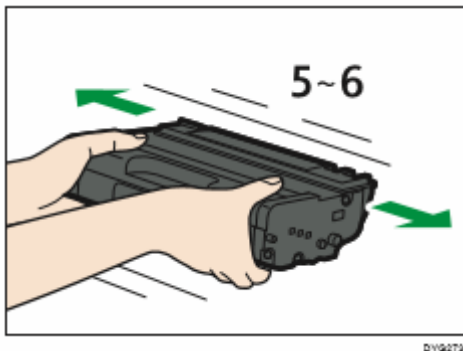


4. Take the print cartridge out of the plastic bag.



5. Hold the print cartridge and shake it from side to side five or six times.

Holding the print cartridge with both hands is recommended.

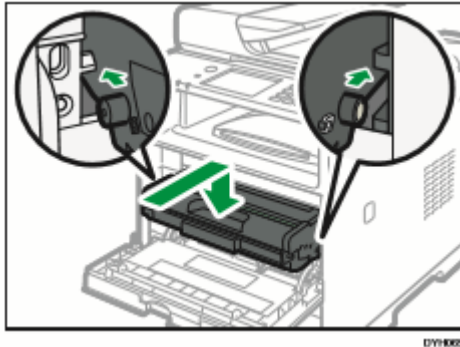


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Even distribution of toner within the bottle improves print quality.

6. Slide the print cartridge in horizontally. When the cartridge can go no further, raise it slightly and push it fully in. Then push down on the cartridge until it clicks into place.



7. Carefully push up the front cover until it closes. Be careful not to trap your fingers.

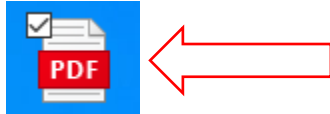
After closing the front cover, wait until the initial screen is displayed or the print cartridge is ready to use.

8. Put the old print cartridge into the bag, and then put it into the box.

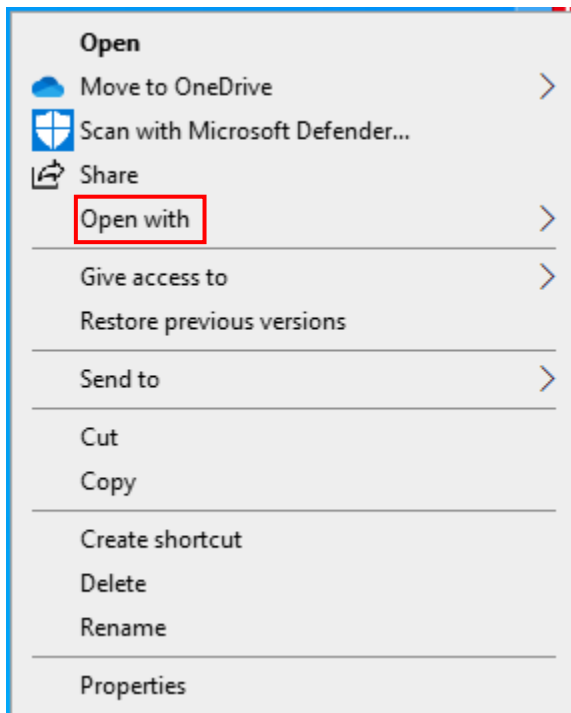
**Appendix D**

Make Adobe Acrobat Reader my default PDF application.

**Right click** on the PDF file.



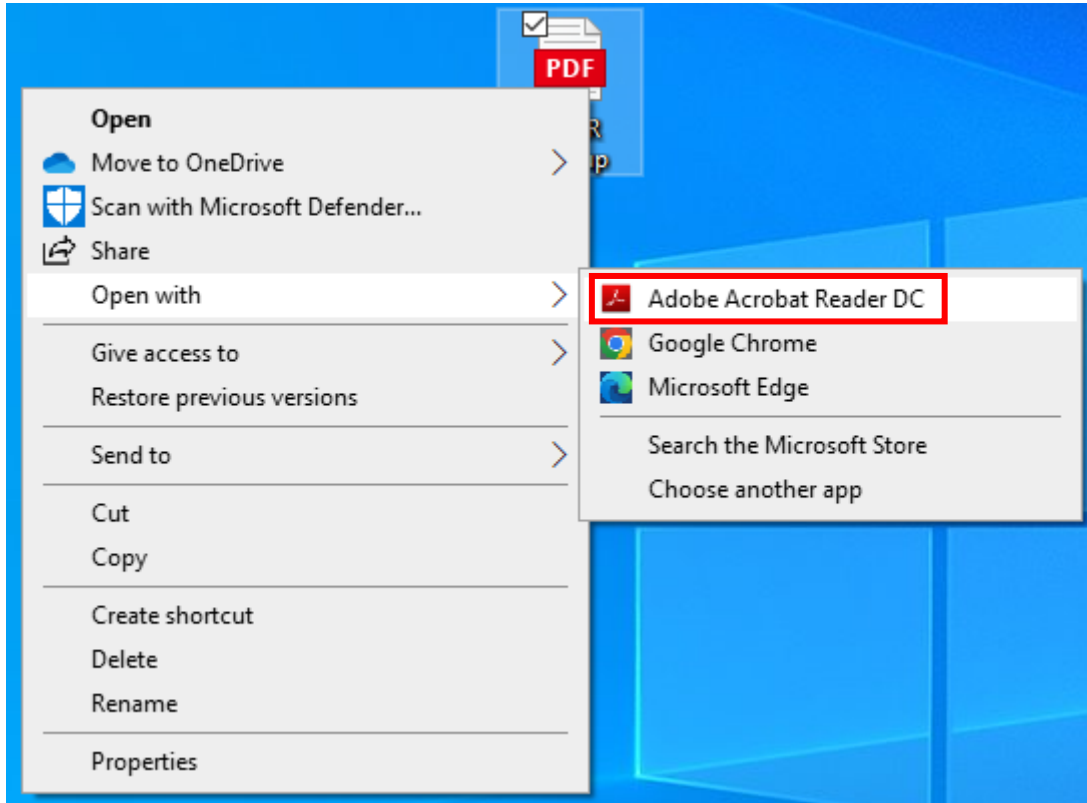
Hover over 'Open with' and another window will appear.



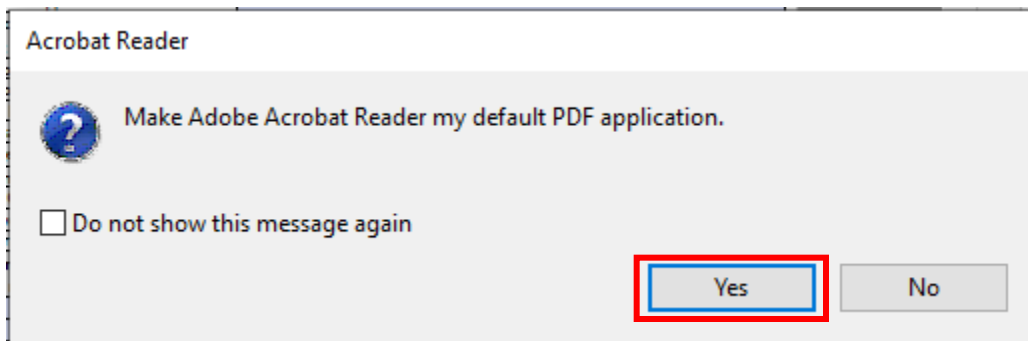
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Click on 'Adobe Acrobat Reader DC'



Click on the 'Yes' button.



Congratulations! The default app for opening your PDF files is now set to Adobe Acrobat Reader.

### Appendix E

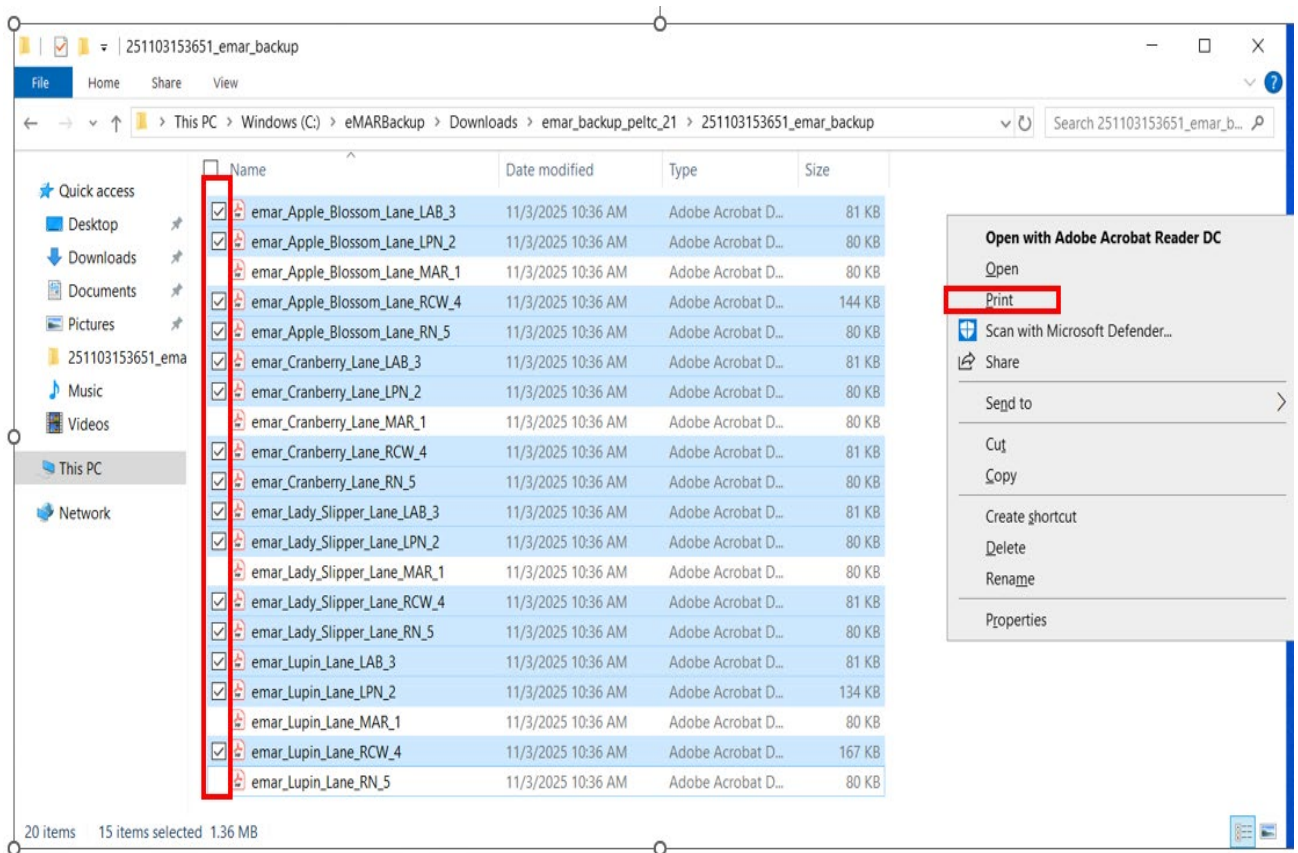
#### Instructions for Printing Up to 15 PDF Files Using Adobe Acrobat Reader

1. **Important Note:** Printing multiple PDF files is a feature supported by Adobe Acrobat Reader. If you select more than 15 files, the **Print** option will not appear.

2. **File Selection:**

While holding down the **Ctrl** key, select **up to 15 PDF files**

**⚠ Do not include any files with “MAR” in the filename.**



Continue holding the **Ctrl** key and right-click. Then, another window will appear.

Click on the **Print** option from the menu. The 15 selected files will automatically print to the default printer (or the last-used printer). You may briefly see Adobe Acrobat Reader flash in the background as it temporarily opens each file for printing.

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