

PCC Downtime: RN Supervisor Quick Guide (July, 2026)

Step 1: Confirm the Outage

- **Identify** if downtime is scheduled or unscheduled.
- **Unscheduled:** Contact ITSS immediately to confirm if it is a PCC-specific issue or a wider network outage.

When Do I Initiate Downtime Procedures?

✓ YES – Initiate	✗ NO – Do NOT Initiate
PCC is unavailable for longer than 2 hours	PCC downtime is less than 2 hours
Downtime spans a shift change (even if < 2 hours)	Downtime does not span a shift change
ITSS or PCC confirms an extended outage	<i>Staff wait and catch up once system returns</i>

RN Supervisor Timeline

- **0 Minutes:** First fan-out call: "PCC is down, monitor status."
 - **15 Minutes:** Households begin using **Legacy Paper Forms** (Progress notes/ADLs) immediately. **Do not rely on memory.**
 - **90 Minutes:** Print **eMAR Backup Reports** (via PCC Downtime icon). Distribute to households.
 - **2 Hours:** Second fan-out call. Downtime procedures officially begin.
-

Which Workflow Applies? (Critical Decision)

1. **SCENARIO A: Same Shift (Downtime >2h, restored BEFORE shift ends)**
 - Staff transcribe notes from paper into PCC. Paper is shredded after verification.
 2. **SCENARIO B: Shift Change (Downtime spans a FULL shift change)**
 - All paper used by outgoing staff is filed in resident charts as the **permanent legal record**.
 3. **SCENARIO C: HYBRID (Partial Shift Change / Overlapping Shifts)**
 - **Staff Leaving:** Paper is filed in chart (Legal Record).
 - **Staff Staying/Arriving:** Must start **fresh** paper forms/eMAR reports for the new shift.
-

Critical Action: Transition of Records (Scenarios B & C)

When a staff member ends their shift while PCC is still down:

- **Collect & Secure:** The RN Supervisor must ensure all eMAR Backup Reports and Legacy Forms used by the outgoing staff are signed and collected.
 - **File Immediately:** These documents are added to the resident's paper chart. They are now the **Legal Health Record** and cannot be used for transcription later.
 - **Refresh for New Shift:** The RN Supervisor **must provide a fresh version** of the eMAR Backup Report and new Legacy Paper Forms to the incoming staff.
 - **Fresh Documentation:** Incoming staff start their documentation on these new sheets, which will then be transcribed (Scenario A) or filed (Scenario B) depending on when PCC returns.
-

Post-Downtime Documentation Workflows

(A) Same Shift: Paper → Electronic Transfer (Transitory Record)

- **Staff Action:** Transcribe notes from paper into PCC using original dates/times.
- **Verification:** Once reviewed for accuracy, paper forms are **shredded**.

(B) Shift Change: Paper Becomes Legal Health Record

- **Staff Action:** Paper forms and eMAR reports are **NOT shredded**. They are filed in the permanent paper chart.

(C) Hybrid: Partial Staff Turnover

- **Outgoing Staff:** Complete/sign paper forms; file in permanent chart before leaving.
- **Incoming Staff:** Utilize **freshly printed/provided** paper forms. If PCC returns during their shift, they transcribe only their portion.

RN Supervisor: Immediate Actions Upon Restoration

1. **Fan-Out Call:** Confirm PCC is back online to all households.
2. **Assign Workflow:** Clearly state if staff are following Scenario A, B, or C.
3. **Reinforce Accuracy:** Transcription must match the paper forms exactly. **No memory-based entry.**

RN Supervisor Key Responsibilities Summary

- Initiate and repeat internal fan-out calls.
- **Print and Re-Print:** Ensure fresh eMAR Backup Reports are available for every shift change that occurs during downtime.
- **Legacy Forms:** Maintain a supply of fresh paper forms for incoming RCWs/RNs.
- **Audit:** Confirm outgoing staff have filed their paper records in the resident chart before they exit the facility.
- **Email:** Notify the Solution Office if the outage is isolated to your LTCF.

Required Pre-Downtime Setup for RN Supervisors

IMPORTANT: Password Caching

RN Supervisors: The eMAR Downtime Laptop requires a *cached* login to function offline.

1. Reset your network password on your primary workstation.
2. Immediately log in to the eMAR Downtime Laptop.

Failure to do this will result in a lockout during a network outage, rendering eMAR backups and Ricoh printing inaccessible.

Required Setup: Make Adobe Reader Your Default PDF App for eMAR Backup Printing

Option 1: Right-click method (quickest)

1. Find any PDF file on your computer.
 2. Right-click the file.
 3. Select **Open with → Choose another app.**
 4. Select **Adobe Acrobat Reader** from the list.
 5. Check the box **“Always use this app to open .pdf files.”**
 6. Click **OK.**
-

Option 2: Settings method

1. Click the **Start menu** → open **Settings.**
2. Select **Apps → Default apps.**
3. Scroll down and click **Choose defaults by file type.**
4. Find **.pdf** in the list.
5. Click the current app (e.g., Edge or another viewer).
6. Select **Adobe Acrobat Reader.**