

## Provincial EMR Business Continuity Plan Guidelines

### Foreword

Users of the Provincial EMR (Telus CHR) will be utilizing an online / web-based platform. There exists the possibility of unscheduled interruption in the delivery of health care through the EMR by a variety of means (e.g. storm caused outage, ISP specific outage, etc.), and this following is intended to provide guidance on these issues and methods of mitigating risk associated with temporary loss of EMR use.

### Guidelines

1. Clinics shall establish and maintain a business continuity plan that provides guidance on how to manage an interruption in EMR business due to unplanned events. Such a plan is specific to each site and should be built from the information presented in Appendix A.
2. Unscheduled downtimes normally offer no time to prepare and can occur at the most inopportune time. They can range in duration from minutes to hours and often result in additional or altered process during and after the downtime.
3. Instructions below demonstrate appropriate steps for all sites to employ in the event of unscheduled downtime of the EMR. Follow appropriate downtime procedures for other solutions when and where applicable (i.e. Clinical Information System).
4. In the event an unplanned outage (or performance degradation) is caused by a TELUS disruption, TELUS will notify users via in app chat and/or email. Users should check their regular email address often to be informed of unscheduled downtime and details when able. Subject line will be "Unscheduled Service Interruption".
5. Users should first determine if the downtime is caused by a local issue (i.e. WIFI, local network, or if it is ISP). Should it be determined that the cause is not local, users should contact Telus using the contact information provided in this document.

### Emergency Contact Information

There are several methods in which a customer can contact Telus support:

Contact Method	Contact Information
In-app live chat	From EMR Solution
Live Voice Chat	Through in-app live chat
Emergency Toll Free Number	1-888-369-3643 Ext. 6
Email Address	<a href="mailto:CHRsupport@telus.com">CHRsupport@telus.com</a>

The Telus Service Desk Support Service will provide a Live Chat as well as a live voice chat (accessed through the Live Chat feature) in the EMR Solution Monday through Friday, (except PEI Statutory

Holidays) from 7:30AM - 8:30PM AST/ADT. After hours support access is available to customers for emergency purposes 24 hours per day 7 days per week.

## Procedures

1. Sites shall use this guide for their clinic's business continuity plan in the event of EMR system downtime. The CHR is a cloud-based EMR, and types of unscheduled downtime may include:
  - 1.1 Site-specific downtime, such as site internet outage
  - 1.2 Full EMR downtime, all solution users affected
  - 1.3 Multi-site downtime (more than one clinic impacted but not all)
  - 1.4 Integration downtime (one or more integrations)
2. Prior to employing procedures below, determine if the outage is local to your clinic/site specifically. If there is an IT issue within your own clinic/site that is causing the outage, (facility wifi, or Internet Provider issues) you should contact your local IT Support.
3. The business continuity plan shall include:
  - 3.1. Emergency contact numbers
  - 3.2. Employee contact numbers
  - 3.3. Defined roles and contact information for those who should know about the unscheduled downtime
  - 3.4. Vendor and other third-party contact numbers with account numbers for the medical practice
  - 3.5. Recommended alternative sites for patients to receive care for urgent situations
  - 3.6. A plan on how to notify patients if their appointment is cancelled or they should go to an alternate location
  - 3.7. Direction on outages and measures to mitigate loss of time/resources. For example, forms used can be printed out and available at any time; in addition, the schedule of the following day should be printed/screenshot in case of system or internet issues the following day
  - 3.8. Direction on managing appointments virtually, or continuing delivery of health care in the event of an internet outage, i.e. by continuing with paper documentation
  - 3.9. Procedures concerning inclement weather and continuing delivery of care from home where/when possible, and notification of patients of cancellations where/when possible
  - 3.10. Procedures to not lose important information (i.e. everything written down on forms/paper)
4. All site business continuity plans should include the important contact information as guided by Appendix A, part 1.

## Appendix A - Business Continuity Plan Template - core sections

### Introduction Section:

Plan Coordinator: [Name the person/group responsible for this plan’s management]

Plan Coordinator alternate: [Name the alternate person/group responsible for this plan’s management]

Storage Location: [List the physical or digital location of copies of this plan]

Effective Date: [List the date that this plan went into effect]

Next Review Date: [List the date that this plan should undergo review and update]

### Part 1: Lead roles, Important contacts in the event of unscheduled interruption in the delivery of health care through the EMR, and staff contact list

<p>Telus Emergency contact – first step in contacting for downtime support or information:</p> <p>There are several methods in which a customer can contact Telus support:</p> <p>The Telus Service Desk Support Service will provide a Live Chat as well as a live voice chat (accessed through the Live Chat feature) in the EMR Solution for Service Desk Support Monday through Friday, except PEI Statutory Holidays from 7:30AM - 8:30PM AST/ADT. After hours support access is available to customers for emergency purposes 24 hours per day 7 days per week through the Emergency Toll Free Number.</p>	<table border="1"> <thead> <tr> <th>Contact Method</th> <th>Contact Information</th> </tr> </thead> <tbody> <tr> <td>In-app live chat<sup>1</sup></td> <td>From EMR Solution</td> </tr> <tr> <td>Live Voice Chat<sup>2</sup></td> <td>Through in-app live chat</td> </tr> <tr> <td>Emergency Toll Free Number</td> <td>1-888-369-3643 Ext. 6</td> </tr> <tr> <td>Email Address</td> <td><a href="mailto:CHRsupport@telus.com">CHRsupport@telus.com</a></td> </tr> </tbody> </table>	Contact Method	Contact Information	In-app live chat <sup>1</sup>	From EMR Solution	Live Voice Chat <sup>2</sup>	Through in-app live chat	Emergency Toll Free Number	1-888-369-3643 Ext. 6	Email Address	<a href="mailto:CHRsupport@telus.com">CHRsupport@telus.com</a>
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<p>ITSS Service Desk contact (where appropriate, i.e. Health PEI sites):</p>	<p>1-902-620-3600</p>										
<p>Site Emergency contact (i.e. Clinic Lead):</p>											
<p>Backup clinic lead contact:</p>											
<p></p>											
<p>Landlord:</p>											

<sup>1</sup> When not in CHR downtime.

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Utilities:	
ISP (Internet Service Provider):	
Alarm company (security):	
Power:	
Water:	
Heat:	
Labs:	
College of Physicians and Surgeons of PEI:	902-566-3861
Medical Society of PEI:	902-368-7303
Information and Privacy Commissioner of PEI:	902-368-4099 InfoPrivacy@assembly.pe.ca

## Staff contact information

Name, role	Contact information

## Part 2: Business Continuity Checklist

<b>Preparing for a Downtime</b> <b>(Before downtime event occurs) e.g. monthly</b>	<b>Date Last Completed</b>
<b>Action 1</b> – Create a Business Continuity Checklist.	
<b>Action 2</b> – Review the BC Plan and Checklist annually, making any necessary changes, and notify all clinic staff and Physicians of any changes. <ul style="list-style-type: none"> <li>• For example, check all essential forms for updates before printing off more each month</li> </ul>	
<b>Action 3</b> – Keep an offsite copy of your BC Plan and Checklist.	
<b>Action 4</b> – Check the status and location of your backup manual supplies - Rx pads, day sheets/schedules printed nightly, encounter sheets, requisition/commonly used forms etc. <p>You should also consider the following precautions:</p> <ul style="list-style-type: none"> <li>• Word processing capability on all required workstations</li> <li>• Frequently used forms should already be available based on Business Continuity Checklist</li> <li>• Phone numbers to display for day sheet display before printing nightly (phone numbers may have to be removed from display after printing)</li> <li>• Maintain a local (locked/protected) copy of patient roster with contact phone numbers<sup>3</sup></li> <li>• Establish phone call procedure for contacting patients</li> <li>• Ensure responsibility for signage, voicemail change is clear</li> </ul> <p><b>Note:</b> this list could include items such as APC battery back-ups/generator to workstations to provide additional power availability for a short period of time and/or mobile hotspot device</p>	

<sup>3</sup> Contact the EMR Program to request a list.

<p><b>Action 5 – consider alternative processes in the event of unscheduled downtime in excess of 4 hours</b></p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Call patients for prescription requests</li> <li>• Initiate lab requisitions if not already sought</li> </ul>	
<p><b>Action 6 – Consider Printing the <a href="#">Physician Referral Resource Guide</a> that has listed phone numbers for specialists, pharmacies and other services.</b></p>	

### Part 3: Contingency Plan for each critical function (prescribing, scheduling, etc.)

Critical Business Functions	Action (below are options/suggestions only)
Accessing patient charts	<ul style="list-style-type: none"> <li>• Access historical paper charts</li> <li>• Access CIS for applicable results when available</li> </ul>
Documentation	<ul style="list-style-type: none"> <li>• Start to document via word processing software (e.g. Microsoft Word) on workstations to allow for temporary charting</li> </ul>
Order Requisitions (DI, Lab, etc.)	<ul style="list-style-type: none"> <li>• Utilize paper requisitions</li> </ul>
Receiving New Lab and DI reports, Clinical documents	<ul style="list-style-type: none"> <li>• Check CIS for expected results (if applicable or as required).</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Use phone numbers for Labs/DI, Clinical documents as required</li> <li>• Notify lab and DI to fax or call for urgent results</li> </ul>
Scheduling	<ul style="list-style-type: none"> <li>• Utilize previously printed copy of scheduled (if applicable)</li> <li>• Use blank schedule sheets, forms to record changes</li> </ul>
Accessing forms for the patient and healthcare providers	<ul style="list-style-type: none"> <li>• Utilize paper copies of forms</li> <li>• Consideration of information regularly recorded that may be required in the EMR should be taken when filling in paper forms for a temporary record</li> </ul>
Writing prescriptions	<ul style="list-style-type: none"> <li>• Utilize prescription pads, information on prescriptions retained for entry into EMR once available</li> </ul>

Dictation	<ul style="list-style-type: none"><li>• Use paper to record or dictate into word processing software to dictate</li></ul>
Billing	<ul style="list-style-type: none"><li>• Document billing by paper with required information (time spent, fee codes, etc.)</li></ul>
Faxing	<ul style="list-style-type: none"><li>• Use secondary fax machine, if available</li></ul>
Other:	

#### **Part 4: Steps to take once the EMR is available**

1. Copy and paste charting into appropriate patient charts
2. Requisitions and forms completed can be scanned into the system
3. Update scheduling in EMR as applicable
4. Update billing in EMR as applicable

## **Part 5: Types of EMR outages and sample steps**

NOTE: in the event of local internet outage and/or inclement weather that would create unnecessary risk to patients and staff, consider working remotely in addition to suggested protocols below depending on the cause and length of the disruption. As the EMR is web-based, it can be accessed away from the office.

### **Internet outage:**

1. Contact clinic internet provider to determine length of outage (and Landlord as appropriate)
2. Defer requests for scheduling from patients until EMR can be used or utilize mobile hot spots for interim period on separate devices or utilize scheduling access that may be available at an alternative site.
3. Document patient encounters on paper or using a word processing program (if the office has power)
4. Consider remote work and mobile hotspots to continue work

### **Power outage (and subsequent internet outage):**

1. Follow all applicable internet outage protocols
2. Determine if power outage is specific to site by contacting the provider and/or checking with neighboring buildings
3. Turn off all appliances and devices to prevent damage from power surge
4. Initiate communications plan or phone call procedure for contacting patients