

# **CIS Downtime**

## **SurgiNet**



# SurgiNet

## Downtime Procedures

**Only orders NOT already sent electronically or on a paper requisition will be entered into CIS.**

### Pre-downtime (CIS)

- Notification of downtime will be received by SurgiNet users as per the Provincial Downtime Notification process and the Facility Notification process.
- OR Boards are printed the previous day, so current copies are valid. OR Boards for upcoming cases may be printed in advance of the downtime.
- Print DI results as clinically appropriate RIS/PACS may not be impacted..
- Print extra registration labels if needed.
- Ensure all downtime documents are readily available. These are stored in each of the perioperative areas.
- All staff must be aware of the location of the downtime procedures for their area.
- Log out from SurgiNet and any other application expecting downtime to prevent erroneous locks from occurring on patient records.

### Downtime (CIS)

- If at anytime SurgiNet is not responding or is inaccessible for login, verify on a different PC with a different user. Determine if it is limited to user or PC; if unable to access - call the Help Desk with the details of the problem. The Help Desk will notify the appropriate analysts on-call based on details obtained.
- Patient care documentation will continue without interruption during any scheduled or unscheduled system downtime. Documentation will revert to the paper forms available within each of the perioperative areas.
- Electronic documentation needs to be reverted to paper charting for patients whose initial charting had been done electronically. All new patient's documentation will have downtime documentation done on paper.
- Registration will send the downtime registration form and downtime labels with any new patients
- During downtime the care provider will document all patient care on appropriate forms.
- Refrain from using all components of the application (Surgical Case Manager, PACU View (iView), Perioperative Doc, etc.).
- Obtain labels from Registration if required

- **Do NOT** complete a paper requisition for orders which were already entered electronically
- Use paper requisitions to process orders for tests and consults placed during the downtime
- Gen Lab 0-8 hrs: All coagulation and other general lab stats will be processed. Results will be called
- Micro 0-8 hrs: Stat gram stains, positive blood culture results will be called
- Blood Bank 0-8 hrs: Stat results will be called. Blood products will be available
- Anatomic Pathology: Indicate 'urgent' as appropriate
- Diagnostic Imaging: Obtain results by calling DI Department. RIS/PACS may remain functioning and can be accessed independent of EHR.
- Central Registry: if CR is down, Registration may have to assign downtime number. They will notify Clinical area when new number assigned and will provide new labels.
- Dictaphone: if Dictaphone or the interface between Dictaphone and CIS is down, documents may be missing from Documents tab. Call Health Records.
- Wait for notification that the system may now be accessed
- Return copies of the paper intraoperative records to the Ward Clerk so back-entry of pertinent case documentation details can be entered into the system using Case Logging Segments (in the Case Documentation Manager application).
- Cases currently in progress DO NOT return to normal electronic charting procedures. Remain on down-time paper for all in-progress cases. New surgical cases can revert to the original electronic process.
- Do NOT electronically enter orders if a paper requisition was sent.

### **Clinical Areas Downtime Forms**

**Standard Downtime Forms** are to be stored in Clinical area Downtime Kits for use during downtime

### **Post-downtime**

- Intraoperative downtime records are provided to the OR ward clerks at both PCH and QEH. Only the relevant case data using the traditional Case Logging segments (Surgical Procedures, General Case Data, Case Attendees, and Case Times) is back-entered once the system is restored. This data is required so there are no gaps in electronic reports.

### **Names of Downtime Forms Used by Perioperative Area**

#### **QEH**

##### Day Surgery Clinic

- Preprocedure Checklist Downtime Form
- QEH Day Surgery Record

##### Presurgery Clinic

- Adult Admission Assessment/History Downtime Form
- Preprocedure Checklist Downtime Form
- Braden Assessment Downtime Form
- Valuables/Belongings Downtime Form
- Conley Fall Risk Downtime Form
- Nurses Notes
- Vital Signs

-Home Medication Reconciliation at Admission form

OR

- Operating Room Record
- Preprocedure Checklist Downtime Form

PACU

- PACU Nursing Downtime Documentation Record

**PCH**

Day Case

- Preprocedure Checklist Downtime Form
- Adult Admission History Downtime Form
- Day Surgery Post-Op Care Downtime Form
- Home Medication Reconciliation at Admission form

OR

- Preprocedure Checklist Downtime Form
- PCH Surgical Services OR Record Downtime Form

PACU

- Prince County Hospital Recovery Room Record

