

# **CIS Downtime Clinical**

**Health PEI**  
CLINICAL INFORMATION SYSTEMS

# Clinical

## Downtime Procedures

### 724

724 is a system available to users within clinical areas, including pharmacy, in the case of either a Scheduled or Unscheduled downtime.

- **724 Level 1 (Scheduled downtimes)**  
Patient chart information will be available - Read only  
Communication via downtime bulletin. With CPOE, the MAR will be available by printing from 724.
- **724 Level 2 (Unscheduled downtimes)**  
Designated machines in each unit  
Service Centre provided password, reset after each downtime.  
With CPOE MAR printing functionality, as required from 724 Level 2 machines  
Physically attaching the 724 machine to a printer may be required for printing if network connectivity is not available. With CPOE, the MAR will be available by printing from 724.

**\*Please see the separate section specific to 724**

#### **Pre-downtime (CIS) Scheduled**

- Notification of downtime will be received by PowerChart users as per the Provincial Downtime Notification process and the Facility Notification process. Each facility has its own Notification process.
- 724 Level 1 environment access will be made available to all CIS end users in the event of a Scheduled downtime. Log in with existing user name and password.
- Allied Health staff will receive a print-out of the appropriate schedule from Scheduling personnel.
- Print extra registration labels if needed.
- Ensure all downtime documents as listed in this document are readily available. These are stored in the Downtime Kit.
- All staff must be aware of the location of the Downtime Kit on their unit.
- Log out from PowerChart and any other application expecting downtime to prevent erroneous locks from occurring on patient records.

#### **Downtime (CIS) General Information**

- If at any time PowerChart 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 (to be determined) 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 period of scheduled or unscheduled system downtime on paper forms.
- Clerical/Clinical Staff call registration with all discharge or transfer details.
- Registration will send the downtime registration form and downtime labels with any new patients
- Clinical units can obtain extra downtime registration labels by calling Registration
- Scheduling will notify the Clinical Unit of all new appointments for the next day. (Scheduling prints this report daily)
- To book new appointments for inpatients, call Scheduling or complete the Provincial Downtime Scheduling Request form.

- Will need to have lab results either phoned or printed depending on downtime timeframe.
- New admissions or updates of height, weight, allergies and any orders will be recorded on the paper order form for Pharmacy.
- Inform Pharmacy by telephone if any patient medications are missing or there are any wardstock requirements
- During downtime the care provider will document all patient care information on the appropriate forms and place this documentation chronologically in the patient's medical record (paper).

## **Recovery (CIS)**

### **After Downtime, the following information is to be entered into CIS:**

- Documentation
  - Height, Weight and Allergies (new admissions) will be entered into CIS, not other Vitals.
  - The best possible medication history (BPMH), if not previously documented electronically, will be entered on newly admitted patients.
- New orders not already sent electronically or on a paper requisition. Do NOT electronically enter orders if a paper requisition has been completed and sent to the lab. These orders will be entered electronically by the lab as part of its own downtime recovery process.
- Med reconciliation, if not completed electronically prior to the downtime, needs to be completed on newly admitted patients.
- Units will enter:
  - BPMH
  - Patient Care Orders
  - Diet Orders
  - Admit, Transfer and Discharge
  - IV Fluids
  - Code Status
  - Medication orders
  - Complete downtime powerform
- Nursing to review all nurse collect tasks.
- Nursing to reconcile tasks (task list / MAR) and charted the Task not done with a reason of "Paper/Downtime Chart"
- Barcode lab labels that print when the system is back up are to be returned to lab for review. If there are any discrepancies noted by the lab, Nursing might be contacted to assist in resolving.

### **Lab Systems (except AP)**

- Use manual laboratory requisitions to process orders for laboratory tests **required for collection** during the downtime.
- Scheduled downtime: reference task list for Nurse collect tasks and Orders page ( if using Nursing communication Mpage) or paper Kardex for Lab collect specimens.
- Unscheduled downtime: reference Orders page for Nurse collect tasks and Lab collect specimens.
- Requisitions and lab specimens for tests ordered during the downtime require sufficient patient and order data, specifically: Patient Name (Given Name and Surname), MRN/PHN, Location, Ordering Physician, Copy Providers, Date and Time of Collection, and Tests or Procedures requested.
- In exceptional circumstances, lab staff may be able to retrieve previous results directly from the lab instruments in printed form
- All coagulation specimens will be processed and resultd (by phone)

### 1) 0 – 8 Hours

For a downtime expected to be of a short or known duration, complete paper requisitions for STAT lab testing and that required to be done during the downtime period only. Defer processing of orders for routine work until the system is again available and the orders can be placed electronically

**Gen Lab** will provide all STAT blood work results – in-hospital or from outside. The results will be phoned to the appropriate unit/location.

**Microbiology** will provide STAT Gram stain requests/positive blood culture results. ICU will be phoned with the results.

**Blood Bank** will telephone STAT results; photocopy results and send to requesting Unit.

During downtime, Blood Bank has access to a file that contains basic Blood Bank Patient Demographic information as well as a Result Activity Report.

Availability of blood products may be slightly delayed if Blood Bank staff has to perform extra confirmatory testing.

### 2) 8 – 24 Hours

At the 8-hour period, where CIS is not reported to be available within a few hours,

- Only patient requests originating from within each hospital (Inpatient and Outpatient) and any other STAT patient requests originating from any location will be processed immediately for testing. STAT results will be phoned to the appropriate Clinical Staff units or institution.
- All Coagulation results will be phoned to the appropriate Clinical Staff units or institution.
- Verbal reports will be available upon request depending on the test being completed.
- If a written report is desired by a physician then an instrument(s) printout of the results will be used for this purpose.

### 3) More than 24 Hours

Labs will complete patient requests, STAT or otherwise, originating from within each hospital (Inpatient and Outpatient) and any STAT patient requests originating from other locations (e.g., clinics). STAT orders will be processed immediately for testing and STAT results will be phoned to the appropriate Clinical Staff units or institution.

### **Anatomic Pathology**

- Clinical staff must ensure that both the requisition and all the associated specimen jars are clearly labeled with two patient identifiers (i.e. the patient name and MRN) and contents (i.e. specimen description).
- Clinical staff must indicate 'urgent' on the requisition if deemed necessary. A verbal report will be provided for urgent specimens processed during Downtime.
- The pathologist on duty will triage specimens for urgency.

### **Diagnostic Imaging Orders**

- Do **NOT** complete a paper requisition for DI orders which were already entered electronically
- Use manual Diagnostic Imaging requisitions to process orders for DI testing placed during the downtime

## **Clinical Areas Downtime Forms**

**Standard Downtime Forms** (To be stored in all Clinical area Downtime Kits for use during downtime)

- Provincial Scheduling Requisition Downtime Form
- Generic order form
- Vital sign form
- Intake and Output form
- Nursing Progress Note/Interdisciplinary progress note
- Home Medication Reconciliation Admission Form

# Health PEI

## Downtime Requisition

Patient Name: \_\_\_\_\_

Location: \_\_\_\_\_

Encounter Number: \_\_\_\_\_

MRN: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Order: \_\_\_\_\_ Date/Time Required: \_\_\_\_\_

Priority: \_\_\_\_\_

Ordering Physician: \_\_\_\_\_

Comments/Special Instructions:

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**\*\*For Laboratory and Diagnostic Imaging: Use Pre-printed Requisitions\*\***



Department of Health

Provincial Scheduling Requisition Downtime Form

Department:	Facility Requesting Appointment:	In Patient: <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Identify Unit:
Last Name:	First Name:	Middle Name:
Home Phone #:	Work Phone #:	Cell # or Alternate #:
Next of Kin:	Phone #:	Work Phone #:
Requesting Physician/Surgeon:	Attending Health Care Professional:	Family Doctor:
Procedure:	Reason for Visit:	Appointment Date Required:
Priority : U / SU / EL / EMRG	Patient Notified: <input type="checkbox"/> Yes <input type="checkbox"/> No	
History/Notes:		





# DOWNTIME QUICK REFERENCE: Clinical Documentation & Orders

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  - Communications via downtime bulletin.
  - With CPOE, the MAR will be available by printing from 724.
- 724 Level 2 (Unscheduled downtimes)
  - Designated machines in each unit
  - With CPOE MAR printing functionality, as required from 724 Level 2 machines
  - Physically attaching the 724 machine to a printer may be required for printing if network connectivity is not available.

### I. Pre CIS Downtime

1. Print labs and/or DI results when clinically appropriate
2. Each staff member prepares a list of their patients (writes on paper)
3. Print extra registration labels as needed
4. Check Downtime kit contents for completeness
5. Log out of CIS (and other applications as necessary)

### II. During CIS Downtime

1. Use paper forms for recording clinical information and orders
2. Obtain labels from Registration if required
3. **Do NOT** complete a paper requisitions for orders which were already entered electronically. Use manual requisitions to process orders for tests and consults placed during the downtime
4. **Gen Lab 0-8 hrs:** All coagulation and other general lab stats will be processed. Results will be called
5. **Micro 0-8 hrs:** Stat gram stains, positive blood culture results will be called
6. **Blood Bank 0-8 hrs:** Stat results will be called. Blood products will be available
7. **Anatomic Pathology:** Indicate 'urgent' as appropriate
8. **Pharmacy:** Write height, weight, allergies and date/time of last dose for continuing orders of new admissions on Physician Order sheets
9. **Diagnostic Imaging:** Obtain results by calling DI Department. RIS/PACS may remain functioning and can be accessed independent of EHR.
10. **Registration:** call Registration with discharge and transfer information
11. **Scheduling** will notify of inpatient appointments. Call or use Provincial Downtime Scheduling form for new appointments
12. **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.
13. **Dictaphone:** if Dictaphone or the interface between Dictaphone and CIS is down, documents may be missing from Documents tab. Call Health Records.

### **III. After CIS Downtime-Recovery**

**After Downtime, the following information is to be entered into CIS:**

- Documentation
  - Height, Weight and Allergies (new admissions or allergy updates) will be entered into CIS, not other Vitals.
  - The best possible medication history (BPMH) will be entered on new admissions when the system is back up. (if not previously completed electronically)
- Med reconciliation needs to be completed on newly admitted patients
- Units will enter orders received during the downtime including:
  - Patient Care Orders
  - Diet Orders
  - Admit, Transfer and Discharge
  - IV Fluids
  - Code Status
  - Medication orders
- Nursing to review/complete all nurse collect tasks, patient care tasks and MAR tasks with appropriate reason.
- Barcode lab labels that print for labs collected during the downtime are to be returned to lab for review.