CIS Downtime
FirstNet

FirstNet

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 FirstNet users as per the Provincial Downtime Notification process and the Facility Notification process.

- Triage note, PNED, and Lab work will be printed from charts of Patient's in the Emergency department prior to downtime

- Print a copy of the Tracking List..

- 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 the Downtime Kit. (ER Forms, Home Medication Reconciliation at Admission Forms, Prescription Pad, Laboratory requisitions)

- All staff must be aware of the location of the Downtime Kit on their unit.

- Log out from FirstNet and any other application expecting downtime to prevent erroneous locks from occurring on patient records.

Downtime (CIS)

- If at anytime FirstNet 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 Emergency Department Chart.

- 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.

Clinical Systems Processes

A: Lab Systems (except AP)

- Do **NOT** complete a paper requisition for lab orders which were already entered electronically
- Use manual laboratory requisitions to process orders for laboratory tests placed during the downtime
- Requisitions and lab specimens for tests ordered during the downtime require sufficient patient data to properly identify the patient, time of collection, tests or procedures requested and ordering physician.

- 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 resulted (by phone)

1. 1 – 8 Hours

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. The results will be phoned to the appropriate unit/location.

Blood Bank will telephone STAT results then photocopy results and send to requesting Unit/Department.

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.

2. More than 24 Hours

Labs will complete 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.

B) 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.

C) Diagnostic Imaging

- 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

After Downtime/Recovery (CIS)

- FirstNet users will receive notification that the system is back up as per the Provincial Downtime Notification process and the Facility Notification process.

- Grease Board will be brought up by IT department. Charge nurse will need to confirm patient names and locations are accurate on tracking list.

- Patient Documentation that was started on paper will remain on paper.

- All patients entered into the system will need to be electronically departed with discharge date and time charted.

- **Do NOT electronically enter orders if a paper requisition was sent. The receiving department will enter and result any orders placed via a paper requisition during the downtime period.**
- Review the physician order sheet to confirm that all orders placed during the downtime period have been properly processed.

For ED Hold Patient, follow Clinical section.