

CIS Downtime Pharmacy & Supply Chain



Pharmacy & Supply Chain

Downtime Procedures

After Downtime, all data will be entered into CIS

Pre-downtime (CIS)

- Notification of downtime will be received by PharmNet users as per the Provincial Downtime Notification process and the Facility Notification process. Each facility has its own Notification process.
- For facilities utilizing the c-MAR, ensure that regularly scheduled batch report c-MARs are printed
- Run any batches early, if applicable or desired
- Call in extra technicians and pharmacists (if required) depending on length and duration of Scheduled downtime.

Downtime (CIS)

- 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

Communications via downtime bulletin and citrix message

- 724 Level 2 (Unscheduled downtimes)

Designated machines in each unit

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

- Labs – The lab will be processing stat specimens only and calling the results to the patient's location. In exceptional circumstances, the lab can retrieve historical results from instruments.
- If Registration is in downtime, pharmacy can not process orders for new patients. New admissions cannot be entered into the system until registration is back up.
- Admitting staff will telephone Pharmacy Departments to notify of admissions, discharges and transfers
- For procedures related to processing medication orders/refills, please refer to the Quick Reference Guide documents section of this manual
- Wardstock items can be filled and distributed to the Nursing units. A list of the medication, quantity sent and nursing unit must be kept so this information can be inputted into the Supply Chain module after the CIS system comes back up. This will complete the charging portion of the wardstock and will allow the inventory to remain accurate.
- If it is necessary to place a supply order during the downtime, then an order can be manually placed on-line (AmerisourceBergen or McKesson's using today's date as a PO number), or use a paper PO for ordering items direct. Once the system is operational, create these PO's on the system and match them with the PO's you created manually. This will allow the orders to be received and invoice-matched on the Supply Chain module.
- Use off-line drug information, when there is no access on-line (ie. Reference books, journals, manuals, etc.).

Recovery (CIS)

- PharmNet users will receive notification that the system is back up as per the Provincial Downtime Notification process and the Facility Notification process. Each facility has its own Notification process.
- Consider calling in extra Pharmacy personnel depending on the volume of data to be entered into CIS.
- For procedures related to processing medication orders/refills, please refer to the Quick Reference documents section of this manual
- Review all ward stock issued since the last back up and determine what may not be charged on the pharmacy system. Recharge all issues BUT do not fill.

- Verify that any PO's created, any orders received and any invoices matched since the last back up are accurate. If not, you will have to recreate any PO's that were created within the time frame that the information was lost. You will also have to receive again any orders received within that time frame and if any invoices were matched they will have to be re-matched. (Note: All of this information has the potential to be lost).
- Issue all wardstock medications distributed through Requisition/Distribution in Supply Chain.
- Create any PO's that are necessary.
- Receive any orders that were received from vendors while the system was down.

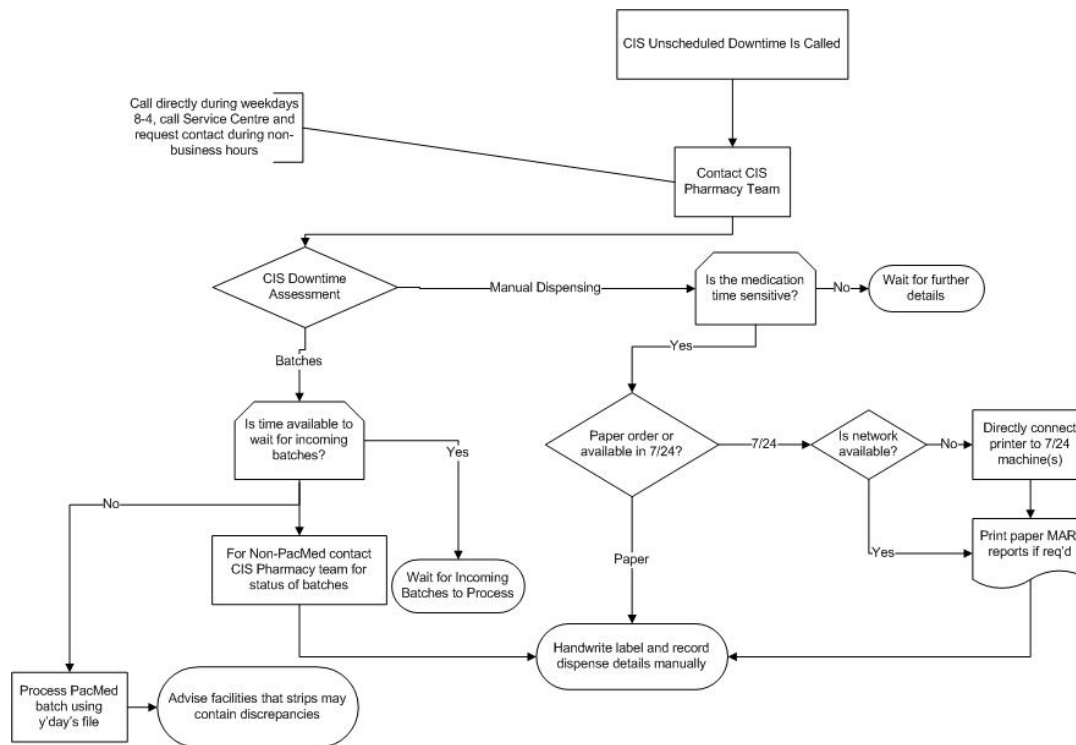
DOWNTIME QUICK REFERENCE: Pharmacy and Supply Chain

I. Pre CIS Downtime

1. Run cart fill list early if appropriate
2. Refill IV batch early if due soon
3. Call in extra staff if required

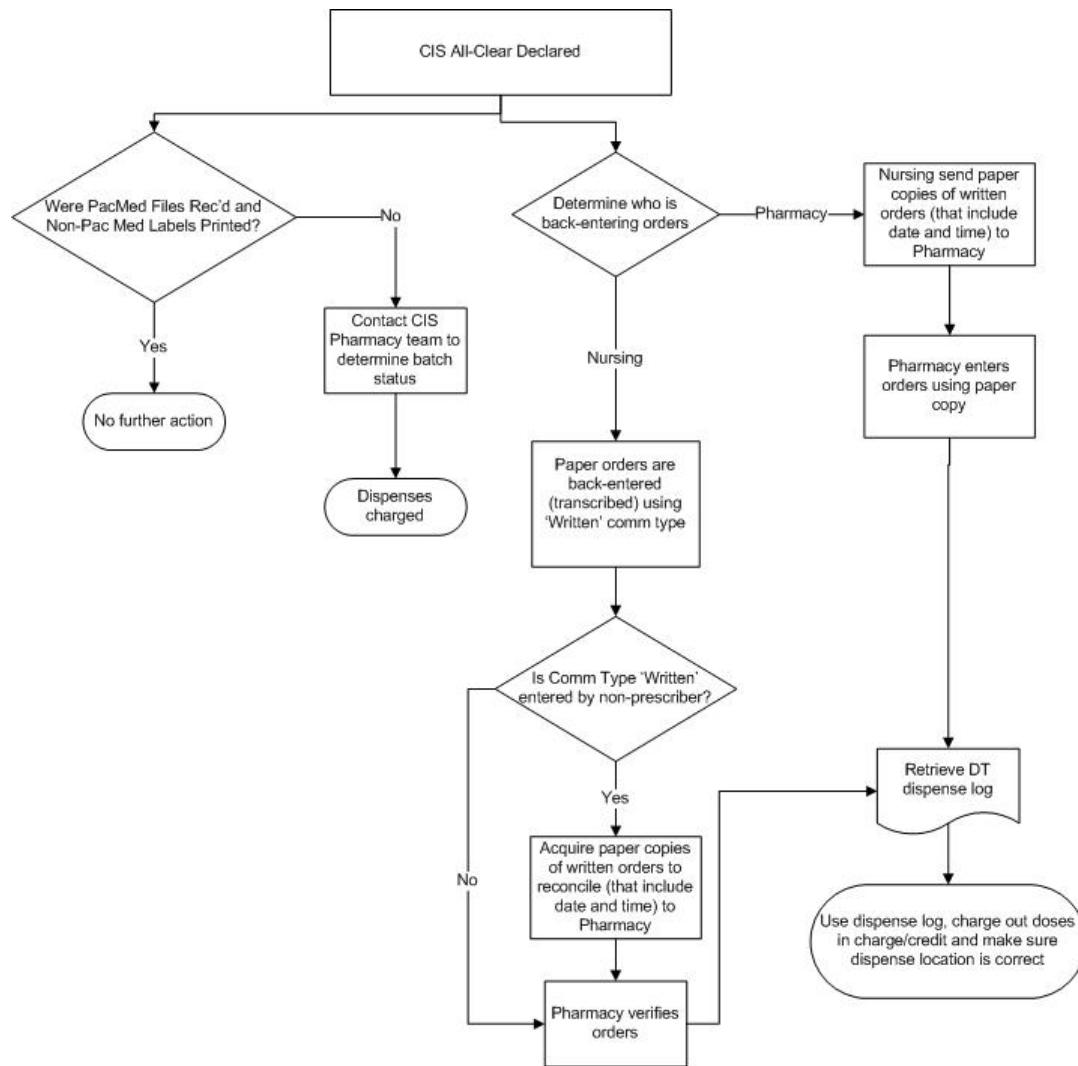
II. During CIS Downtime

1. For Scheduled downtimes, utilize 724 Level 1; log in as normal
2. Print as desired from 724 Level 1
3. For Unscheduled downtimes, utilize 724 Level 2 on designated machines
4. Print as desired from 724 Level 2
5. **Labs**.- only stats being processed. Call for results
6. **Admitting** – will call with Admissions, Transfers, Discharges
7. **Nursing** – will call with any wardstock or other drug requirements
8. Keep list of wardstock filled during downtime.
9. Use on-line or paper PO process during downtime. Use today's date as PO number.



III. After CIS Downtime

1. Wait for notification that the system may now be accessed
2. Compare computer patient profile with MAR, physician orders and all changes recorded on paper since the last back-up.
3. Call in extra staff if required
4. Review ward stock issued since last back up. Recharge all issues but do not fill.
5. Verify that POs created, orders received and any invoices matched since the last back up are accurate.
6. Issue all wardstock medications distributed through Requisition/Distribution in Supply chain
7. Create any POs that are necessary



Considerations for Pharmacists Reconciling Orders Post Downtime

1. Ensure ALL orders have a written date and time and are copied to Pharmacy. If possible, this should be done as they are written during the downtime (if the Pharmacy is open) so they can be sorted. Consider having someone go to the nursing units to ensure all orders have been copied to Pharmacy.
2. Keep an open line of communication with nursing to determine who is going to enter which orders.
3. Look at the Communication Type and User who entered any electronic orders.
 - a. A Written order entered by a non-prescriber needs to be double-checked by a pharmacist.
4. Remember to check the time orders were entered in the computer and the time they were written to determine which came first.
5. Consider charging out initial doses that were sent during the downtime as you enter the orders, as appropriate (i.e. use charge/credit).
6. Ensure all medications sent during the downtime are charged out.