

# **CIS Downtime Registration**



# Registration

## Downtime Procedures

### **After Downtime, all data will be entered into CIS**

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

- Notification of downtime will be received by Registration users as per the Provincial Downtime Notification process and the Facility Notification process. Each facility has its own Notification process.
- Ensure all downtime documents listed in this document are readily available in all areas that register. These are stored in the Downtime Kits.
- The Central Registration area will have pre-programmed numbers on Fax machines for distribution of updated MRNs
- All staff must be aware of the location of the Downtime Kit in their work area.
- Print an updated Inpatient List for your facility just prior to downtime (e.g. if the system is going down at 0300, print out the list at 0250).
- Distribute the inpatient list to Finance, and Clinical areas as required
- Log out of CIS and other applications experiencing downtimes.

#### **Downtime (CIS)**

- A Master Patient Index (MPI) will be stored on one computer (local drive) in all Registration areas within the hospital.
- To access the Master Patient index click on OpenMPI icon.
- When a patient arrives, and if they do not have their PEI Provincial Health Card with them, the MPI will be checked to see if the patient exists with an MRN/PHN.
- If the patient is found in the MPI the MRN/PHN will be recorded on the Downtime Registration form with the remaining patient information. This registration form will be photo copied and the second copy will remain in the department and the original copy will be sent with the patient to the area of service along with labels.
- If the patient is not found in the MPI, assign a downtime number and record it on the Downtime Registration form and the Downtime Number Assigning log.
- The 9 digit CIS Downtime number will follow this format:

“9” – 1 digit to clearly indicate it is a downtime number  
“00” – 2 digits to indicate the year the number was issued  
“00” – 2 digits to indicate the month the number was issued  
“00” – 2 digits to indicate the day the number was issued  
“00” – 2 digits to indicate the person assigned to the number (numbers available by facility listed below )

ie # 917092201 would be the first patient assigned a downtime number on September 22, 2017 at QEH.

Facility numbering for the last 2 digits:

QEH .....	01 - 44
HH .....	45 - 49
PCH .....	50 - 69
KCMH .....	70 - 79
WH .....	80 - 89
CHO .....	90 - 94
SH .....	96 - 99

- The Downtime Number Assigning log is kept in the Downtime Kit to ensure that there is no duplication of numbers
- Downtime labels will be produced using the Word Template. If the network is down, you will not be able to print them.
- Extra labels will be provided to clinical areas as required.
- To prevent duplicate numbers being issued, one central area in each hospital will be responsible for issuing downtime numbers to other departments who require a number to carry out a registration. Since the registration areas within QEH and PCH have 24 hour coverage, these areas will give out the downtime number at those facilities.
- Community hospitals will designate the appropriate area where downtime numbers will be issued (this must be one central location to prevent duplication).
- Community Hospital Downtime Registration forms will be faxed to the appropriate facility (QEH or PCH) as per the usual processes.
- Clinical areas will notify Admitting/Registration of discharges and transfers.
- During Downtime, Admitting/Registration staff will telephone Pharmacy Departments to notify of admissions, discharges and transfers.

**Recovery (CIS):**

- Registration 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.
- Registration will receive notification before other departments because they must complete registrations before other users can access the system.
- When the system is back up, the priority of back entry of downtime registrations will be:
  1. Entry of all Inpatient transfers and discharges that occurred while down, for any pre-existing patients (those patients already registered in CIS prior to downtime).

2. Entry of all direct inpatient admissions.
3. Entry of all Emergency patients who were admitted via to an Inpatient encounter during the downtime.
4. Entry of all current Emergency patients who are physically in the Emergency Unit awaiting or receiving treatment.
5. Designated person for your facility **must call Service Centre** to notify that the Inpatient back entry is complete.
6. Entry of all remaining encounters with patients who are currently physically awaiting or receiving treatment. Eg. Internal Medicine
7. Entry of all discharged encounters for patients seen during the downtime but have already been discharged.

If the downtime occurs **after hours of Admitting departments in the smaller facilities**, PCH and QEH registration staff are to use the following **priority**:

1. Entry of all Inpatient transfers and discharges that occurred while down, for any pre-existing patients (those patients already registered in CIS prior to downtime) for their own facility and then for the smaller facilities.
  2. Entry of all direct inpatient admissions for their own facility and then for the smaller facilities.
  3. Entry of all Emergency patients who were admitted via to an Inpatient encounter during the downtime for their own facility and then for the smaller facilities.
  4. Entry of all current Emergency patients who are physically in the Emergency Unit awaiting or receiving treatment for your facility and then for the smaller facilities.
  5. IF ANY, ENTER ALL FAXED EMERGENCY PATIENTS FOR COMMUNITY HOSPITAL(s).
  6. Designated person for your facility to **call Service Centre** to notify that the Inpatient back entry is complete for the applicable facilities.
  7. Entry of all remaining encounters with patients who are currently physically awaiting or receiving treatment in your facility and then for the smaller facilities. Eg. Outpatient Clinic
  8. Entry of all discharged encounters for your own facility and for the smaller facilities for patients seen during the downtime but have already been discharged.
- Any patient who was manually registered with a downtime number and then has a new MRN/PHN assigned in the system will need to have this number placed on paper documents that will be housed as a paper chart.

- Registration personnel will ensure that the new labels are distributed to the appropriate service area so that paper documents can be relabeled and that all departments are notified of the permanent MRNs assigned after downtime.
- Registration will use a pre-programmed Fax circulation list for notification to Departments of the permanent MRNs.
- **Registration will send the list of Downtime patients to the service centre to be for future reference if required.**
- Run an updated inpatient list.

NOTE: All patients must be registered before the other areas can begin their recovery.

#### **Pre-Downtime (CR)**

- There is no preparation for CR Downtime

#### **Downtime (CR)**

- The first indication of Unscheduled CR downtime may occur during registration. Registration staff will call ITSS Help Desk at 6-3600 (or 3600 in Charlottetown)
- CR staff will communicate Scheduled and Unscheduled downtime as per their process through ITSS Help Desk.
- If a search of the CIS system does not find the patient, on completion of the Registration, a prompt displays: "Is the CR Down?"
- Click Yes, and the user is then prompted to assign a Downtime number by selecting the <Ctrl> + <Insert> keys.
- This patient's name will fall to the Downtime Patient list in the CIS system.

#### **CR Downtime Recovery:**

- When the CR is restored, the Downtime Patient list will be accessed by the main Registration/Admitting in the facility and the Patient will be assigned their permanent MRN.
- The new MRN will overwrite the CIS-generated downtime number
- Registration personnel will ensure that the new labels are distributed to the appropriate service area so that paper documents can be relabeled and that all departments are notified of the permanent MRNs assigned after downtime.
- Run an updated inpatient list.

### **Community Hospitals CR Downtime Recovery**

- If the CR is restored during Registration Hours at the Community Hospitals, the Registration Personnel will update the Downtime list.
- If the CR is restored after registration hours at the Community Hospitals, the Registration Personnel at the larger facilities will update the Downtime list for the Community Hospitals they are registering for.
- The registering facility will notify the smaller facility when the records have been updated.

NOTE: All patients must be registered before the other areas can begin their recovery.

### **Registration Standard Downtime Forms**

**Standard Downtime Forms** (To be stored in all Registration areas for use during downtime)

- Downtime Discharge List
- Downtime Number Assigning Log
- Downtime Transfer
- Provincial Downtime Registration Form









Department of Health

*Provincial Downtime Registration Form*

DATE:

TIME:

MRN/PHN#:	Downtime#:	Patient Type:	Med Service:
Last Name:	First Name: Middle Name:	Maiden Name:	OOP Adm in last year <input type="checkbox"/> Yes <input type="checkbox"/> No
Gender:	DOB: (year/mm/dd)	Age:	Language:
Marital Status:	Religion:	Church:	
Mailing Address:	City:                      Prov/State:	Civic #:	Country:
Postal/Zip Code:	Home Phone #:	Business Phone #:	Cell #:
Next of Kin:	Address:	Relationship:	Phone #:
Ins Primary: (Health Plan) Policy #:		Ins Secondary (Health Plan): Policy #:	
Attending Phys:	Family Phys:	Referring Phys:	Consulting Phys:
Accommodation Requested:	Accommodation Assigned:	Unit/Floor:	Room/Bed:
Chief Complaint:			Clerk's Initials:
Additional Information:			

# DOWNTIME QUICK REFERENCE: Registration

## I.CIS DOWNTIME

### Before Scheduled Cerner Downtime

1. Check downtime documents in Downtime Kit
2. Print Inpatient List 10-15 minutes before downtime starts
3. Log out of CIS (and other applications as necessary)

### During CIS Downtime

1. If patient does not have PHN card, look them up in MPI (There will be designated areas to receive the information.)
2. Complete Downtime Registration form for all registrations. Copy it. Send one copy with patient, keep the other copy.
3. Print Downtime labels
4. If patient is not in MPI, one central area per facility issues a downtime number in the following format:
5. The 9 digit CIS Downtime number will follow this format:

“9” – 1 digit to clearly indicate it is a downtime number

“00” – 2 digits to indicate the year the number was issued

“00” – 2 digits to indicate the month the number was issued

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6. Record the number in the log book.
7. After hours, Community Hospital faxes Downtime Registration form
8. Telephone Pharmacy Departments to notify of admissions, discharges and transfers.

### After Cerner Downtime

1. Wait for notification that the system may now be accessed
2. Update inpatient transfers and discharges
3. Register all patients in Cerner that were manually registered
4. Notify facility central registration area that registrations are complete
5. Central area notifies Support Desk at 6-3600
6. Print new labels
7. Update downtime record with new number
8. Fax updated MRNs to distribution list in facility
9. Distribute labels as per facility plan
10. Run an updated inpatient list.

**Please note:** CIS Operations Team will decide when users can access the system. It will notify other users when they can begin their recovery process.