CIS Downtime Scheduling

Scheduling
Downtime Procedures

After Downtime, all data will be entered into CIS

1. CIS Downtime

Pre-downtime (CIS)
- Notification of downtime will be received by Scheduling users as per the Provincial Downtime Notification process and the Facility Notification process. Each facility has its own Notification process.
- Ensure all downtime documents in this document are readily available in all areas that schedule. These are stored in the Downtime Kits.
- All staff must be aware of the location of the Downtime Kit on their unit.
- A departmental daily schedule will automatically print as an operations job daily.
- A back-up of all scheduling data is automatically created on the CIS system and on the network every night.
- When given advance notice of downtime, print the latest schedule (for tomorrow) and distribute as usual.
- Log out from CIS application and any other application expecting downtime.

Downtime (CIS)
- If patient calls to schedule an appointment, record his or her information manually using the Provincial Scheduling Downtime Form. Explain that someone will contact them as soon as possible or, depending on department, ask callers to call back to schedule their appointment.
- If the MRN is unknown, look it up in the Master Patient Index by clicking on the desktop MRN icon (There will be designated areas to receive the information as required) or by calling a registration area in the facility.
- Urgent appointments will be written onto the printed schedule.
- Call units with appointments of tomorrow's scheduled inpatients.
- Receive requests for appointments from the units by either phone call or the Provincial Scheduling Downtime Requisition Form.
- Photocopy the worksheet for the Clinical staff, since they will not be able to view what appointments the patients have on the scheduling tab.

Recovery (CIS)
- Scheduling 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.
- Enter future scheduled patients, if any, into system.
- Notify the unit when the system is up and running with a date and time of appointment for patient.
- Update affected appointments that occurred during downtime.
- Validate any changes made to previously scheduled appointments, cancellations, etc.

2. CR Downtime

Pre-Downtime (CR)
There is no preparation for CR Downtime

Downtime (CR)
- The first indication of Unscheduled CR downtime may occur during scheduling when creating an encounter. Scheduling staff will call ITSS Help Desk 3600)
- Assign a Cerner Downtime number and continue with booking appointment

Recovery (CR)
- Patients that had downtime numbers assigned during the scheduling process will appear on the Downtime Patient list. Registration will access this list and assign permanent numbers. This will automatically update the patient's record.

Scheduling Standard Downtime Forms

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

- Provincial Scheduling Downtime Form
- Provincial Scheduling Requisition Downtime Form

Prince Edward Island Canada
Department of Health

Provincial Scheduling Downtime Form

Date:	**MRN/PHN:**

Department or Unit:

Last Name:

First Name: Middle Name:

D.O.B.

Phone Number Home: Work Number: Cell Number:

Alternate Phone Number (Not Listed Above):

Next of Kin: Phone Number:

Physician/surgeon: Family Doctor:

Referring Physician:

WCB : ☐ Yes   ☐ No   SIN Number:

Reason for Visit: Procedure:

Date Required: Priority: Notified Patient
                                U / SU / EL / EMRG   ☐ Yes   ☐ No

Notes:

Prince Edward Island

Department of Health

Provincial Scheduling Requisition Downtime Form

Department:	Facility Requesting Appointment:	In Patient: ☐ Yes ☐ 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: ☐ Yes ☐ No	

History/Notes: