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|  مؤسسة مستشفى سرطان الأطفال - مصر Children's Cancer Hospital Foundation - Egypt 57357 | | Policy Name: <h2 style="text-align: center;">MISK Downtime</h2> | |
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| Reviewed By: مراجعة: | Dr. Hend Alsayed- Senior supervisor pharmacy | Issue No.: | 04 |
| | | No# of Pages: | 03 |
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| | | Next Review Date | 31.12.2025 |
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1.0 Change of policy

1.1 No changes

2.0 Purpose

- 2.1** This policy and procedure are established to provide procedures to safely continue operations and provide patient care in the event of scheduled or unscheduled downtime of the MISK system.

3.0 Policy

3.1 Policy statement:

- 3.1.1 The department will maintain procedures to safely continue operations and provide patient care in the event of scheduled or unscheduled downtime of the MISK system

3.2 Scope:

- 3.2.1 This policy and procedure apply on pharmacy staff in the event of MISK downtime.

3.3 Responsibilities

- 3.3.1 Pharmacy director.
3.3.2 IT staff.
3.3.3 Pharmacy staff.

4.0 Definitions /abbreviations:

- 4.1 CCHE:** Children Cancer Hospital – 57357 Egypt
4.2 CPID: Continuous Performance Improvement Department
4.3 MMU: Medication Management & Use
4.4 MMS: Medication Management & Safety

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- 4.5 IT: Information Technology
- 4.6 **MISK:** Medical Informatics saving kids.
- 4.7 **MAR:** Medication administration record.
- 4.8 **PMP:** patient medication Profile.

5.0 Procedure:

- 5.1 It is the responsibility of the IT staff to notify for any scheduled down time.
- 5.2 It is the responsibility of pharmacy supervisor staff to implement this policy and to prepare their areas for any emergency.
- 5.3 During downtime all patients' medications and labs can be reached via 24/7 computers in dispensing pharmacy.
- 5.4 **Scheduled Downtime:**
 - 5.4.1 For already active orders: Doses will be printed prior to the downtime to cover the hole downtime period
 - 5.4.2 For new stat medication orders: refer to the following Unscheduled Downtime policy.
- 5.5 **Unscheduled Downtime:**
 - 5.5.1 **inpatient Oral batch**
 - 5.5.1.1 In case of orders already in Cerner the nursing staff can be withdrawal this medication from Pyxis.
 - 5.5.1.2 In case of any added after the physician wrote orders and can be withdrawal override and should be reviewed with in patient pharmacists.
 - 5.5.2 **In case of Outpatient, daycare take home medications and in patients discharge medications:**
 - 5.5.2.1 Outpatient dispensing pharmacists review patient's files which send from outpatient clinic and physician orders of discharge medications which send from inpatients department, then write labels manually with quantities giving them to assistant for preparing them.
 - 5.5.2.2 Prepared medications will be double checked by dispensing pharmacists to send to counseling rooms to do patients educations and medications hand over or send to floor in case of discharge medication.
 - 5.5.2.3 All these processes described on details in Rowa down time policy
 - 5.5.3 **IV sterile product chemotherapy medications and supportive medications:**
 - 5.5.3.1 Round pharmacists will send physician orders with preparation order to I.V prep.
 - 5.5.3.2 In case of chemotherapy orders preparation order is table which include medications, doses, diluent and duration and these orders enter every day i to prepare in chemotherapy Batch.
 - 5.5.3.3 In case of supportive orders preparation order is table which include manual MAR of all IV supportive medications and these orders enter every day into prepare in supportive Batch.
 - 5.5.3.4 I.V prep pharmacists double checked sent orders.
 - 5.5.3.5 I.V mix pharmacists write labels manually with dose and diluent vol.

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5.5.4 Regarding round pharmacists:

- 5.5.4.1 Round pharmacists check lab results delivered by secretary.
- 5.5.4.2 Round pharmacists checked physician orders.
- 5.5.4.3 In case of any drug added or cancelled round pharmacists write preparation order attaching it with physician order, send to I.v prep. To check them.

5.5.5 At PMMU Lab:

- 5.5.5.1 Round pharmacists send TDM requests to PMMU lab.
- 5.5.5.2 PMMU lab pharmacists make sample sheet which include; patients name, sampling time, drug name.
- 5.5.5.3 PMMU lab pharmacists collect results of all samples of patients to be attached with patient file.
- 5.5.5.4 One copy of patient results kept at PMMU lab & the other one will be sent to patient area by lab porter.

5.6 After downtime resolved:

- 5.6.1 **In case of less than 24 hours:** All manual orders to be entered to the system and dispensed without printing labels then review the quantity of dispensed medications with the quantity that manually dispensed.
- 5.6.2 **In case of more than 24 hours:** All orders of the patient that still admitted to the hospital entered to the system starting from the day of system recovery and documented action during down time.
- 5.6.3 **IT supports team:** Add alert to system for all users to review the patient file if need any information about the patient during period of downtime.

6.0 References:

- 6.1 Pharmacy department manual.

7.0 Appendices:

7.1 Related Forms:

- 7.1.1 Medication form.

7.2 Related Policy:

- 7.2.1 Medication Management Program

7.3 Related Standards:

- 7.3.1 JCI standards 7th edition – MMU Chapter.
- 7.3.2 GAHAR standards name. IMT.11

7.4 Attachments

- 7.4.1 N/A