Downtime Procedures – Ambulatory Clinics

Site Applicability

- All PHC Ambulatory clinics that do not perform procedures or administer treatment.

Definitions

Planned Downtime

- Occurs at a scheduled time to minimize impact to patient care.
- Scheduled to complete system maintenance or upgrades.

Unplanned Downtime

- Occurs unexpectedly.
- Length is unknown and dependent on the time required to identify and remediate the cause.
- Results from hardware failure, power outage, or network outage.

	NOTE: If Cerner is down but the network is still functioning, users can access different systems such as the clinic EMR system (e.g. iClinic, CareConnect, iSite, PharmaNet, Medinet, and Excelleris.

Purpose

This procedure document:

- Recommends a checklist of activities to prepare for downtime
- Provides instructions for assembling and maintaining the CST Downtime Toolkit
- Outlines procedures for:
    - Registration and Recovery
    - Clinical Documentation and Recovery
- Provides a checklist of activities for ensuring the 724Access® Downtime Viewer and 724 Computers are functional during downtime

	NOTE: An official communication/notification of a system downtime will occur. **DO NOT USE** Person Management or Patient Scheduling after the official notification of the downtime, follow appropriate downtime procedures.

Preparing for Downtime

- Please refer to the checklist below to ensure the clinic is prepared for a planned downtime. Incorporate this checklist for downtime as appropriate to your HO.
- Complete it when a 7-day IMITS Broadcast notification is issued for planned downtimes.

- ☐ Staff knows where the 724 computer is located in the clinic.
- ☐ Staff knows where the CST Downtime Toolkit is located.
- ☐ Ensure the CST Downtime Toolkit has sufficient quantities of downtime forms for at least a 2 hour downtime.
- ☐ Ensure there are sufficient quantities of blank label sheets to print off patient labels if necessary.
- ☐ If the clinic completes downtime registration and uses downtime MRNs and Encounter Numbers, ensure they have been printed and are located in the CST Downtime Toolkit.
- ☐ Patient referral packages and consent forms are not available in the 724Access® Downtime Viewer. If these documents need to be referred to during downtime, maintain a copy of them in the paper chartlet.

CST Downtime Toolkit – Assembly and Maintenance

The following documents should be printed and organized in the CST Downtime Toolkit for your clinic:

- ☐ Downtime Registration Documents
- ☐ Downtime Clinical Documentation Forms
- ☐ Downtime Lab Requisitions (Cerner sites and private sites)
- ☐ Downtime MI Requisitions (Cerner sites and private sites)
- ☐ Blank facesheet(s)
- ☐ Sheets of Downtime Labels - Grand & Toy White Mailing Laser Labels – Product#: 99180
- ☐ Ambulatory Downtime Procedure
- ☐ 724 QRG
- ☐ 724 User Manual
- ☐ 724 Data Check Procedure

PHC Professional Practice maintains an inventory of all documents listed above.

If you have any questions about downtime forms or any of the resources listed above, please contact fsupport@providencehealth.bc.ca.

Downtime Procedures

Downtime Registration & Scheduling

	NOTE: All forms and documents highlighted in blue should be in the clinic CST Downtime Toolkit. If the clinic is missing any of the forms, contact fsupport@providencehealth.bc.ca

#	Workflow Step	Downtime Action	Role Responsible
1.	Patient schedules	• Refer to the CST – Single Location Schedule Summary printed on the previous day, OR if Cerner schedules are not used, log into the 724Access® Downtime Viewer and print the appointment list for your clinic. Instructions to print the schedule are included in the 724 QRG located in the CST Downtime Toolkit.	Scheduling Clerk or MOA
2.	Tracking Appointment status	• Manually track arrivals, cancellations, no-shows, modifications, reschedules or future appointment requests on the printed schedule. • In addition, use the Downtime Registration/ADT Activity Log to log all admissions, discharges, transfers, and encounter changes for all patients in the clinic during downtime.	Scheduling Clerk or MOA
3.	Transfer Scenarios	• If patients are transferred from the ED or an inpatient unit within the same facility, the patient may have a Downtime Registration Patient Tracker in their chartlet. Update the tracker as appropriate upon patient arrival to your clinic. • Use the MRN and Encounter Number from the existing encounter to record patient's arrival on the Downtime Registration/ADT Activity Log.	Scheduling Clerk or MOA
4.	New Registration/MRN and encounter assignment	• Search for an existing MRN for the patient in HealthNet* (see footnote in table). • If the staff performing registration/scheduling functions does not have access to HealthNet, search for the patient in the 724Access® Downtime Viewer. If a patient has had an encounter at any CST facility, a CST MRN has already been assigned to them. • If an existing MRN is found for the patient, but there is no encounter number relevant to the current visit, use	Scheduling Clerk or MOA

#	Workflow Step	Downtime Action	Role Responsible
		the existing MRN and assign a downtime encounter number. • If no exiting MRN is found, assign a downtime MRN and a downtime encounter number. • Call SPH ED to request the downtime numbers if your location is not provisioned with the List of CST/Cerner Downtime MRNs and List of CST/Cerner Encounter Numbers • If an existing MRN is found for the patient, but there is no encounter number relevant to the current visit, use the existing MRN and assign a downtime encounter number. • If no exiting MRN is found, assign a downtime MRN and a downtime Encounter Number. • Call SPH ED to request the downtime numbers if your location is not provisioned with the list of CST/Cerner Downtime MRNs and List of CST/Cerner Encounter Numbers. • NOTE: For consult only clinics (no diagnostic procedures involved), in case of a shorter downtime, the clinic may wait for CST Cerner uptime to resume to create the encounter per normal uptime process and backdate the registration date/time. No downtime MRN and downtime encounter number is needed in this case. This applies to walk-in visits that do not already have a pre-registration created. • If the clinic requires additional downtime MRNs and Encounter contact the CST Support Line at: 1-844-214-7444	
5.	Labels	• Use the CST Downtime Label & Facesheet Generator program in the DOWNTIME folder of the 724 computer to enter patient information and print 2 label sheet(s) for the patient/client. Place the label sheet(s) in the patient chartlet. Information on Labels: Patient name, DOB, MRN, PHN, Gender, Encounter Number	Scheduling Clerk or MOA
6.	Facesheet	• Use the CST Downtime Label & Facesheet Generator program in the DOWNTIME folder of the 724 computer	Scheduling Clerk or MOA

#	Workflow Step	Downtime Action	Role Responsible
		to enter patient information and print the Patient Facesheet. • If the CST Downtime Label & Facesheet Generator on the 724 computer is not available, use a blank facesheet from the CST Downtime Toolkit. • Photocopy the patient facesheet. The original is filed in the chartlet and the photocopy is kept in the clerical area for data recovery. • For out of country patients, fill out the Governing Law and Jurisdiction Form.	
7.	Accident Related Registration Information Form	• If needed, obtain the Accident Related Registration Information form from the CST Downtime Toolkit and complete the form. This form should be affixed with a patient label or with patient fields manually written on the header. Put one copy of the form into the patient chartlet, and the other should stay in the clerical area for data recovery after downtime. Once recovery is completed, forward this form to finance.	Scheduling Clerk or MOA
*During a CST Cerner downtime (planned or unplanned), HealthNet (i.e. HCIM) may be used to lookup a person's CST MRN through this website: https://hnwt1.moh.hnet.bc.ca/ Access to HealthNet requires a certificate to be installed on the workstation. This link will only work for staff who have been given access to HealthNet and have the certificate installed on their workstations.			

Registration & Scheduling Recovery Procedures

	NOTE: Once the system is restored, all client activity **must be** entered into the registration system retrospectively using the Downtime Conversation in Cerner. All transactions that occurred during downtime must be entered in sequence and back dated/timed to ensure the timing of transaction matches with what was recorded on the Downtime Registration Patient Tracker in the patient chart and Downtime Registration/ADT Activity Log maintained for the clinics. **DO NOT use normal conversations** for back entry of new registrations that utilized a downtime MRN and/or Downtime Encounter Number. Doing so will result in a duplicate MRN and therefore a duplicate patient/client record. **USE THE DOWNTIME CONVERSATIONS** to enter registration information back into Cerner for all new MRNs and

	Encounter Numbers assigned during downtime. This activity must be completed before scheduling information is updated.

#	Workflow Step	Downtime Action	Role Responsible
1.	If downtime MRN was assigned to patient	• Add client to Cerner using the Downtime Add Person Conversation. Manually enter the downtime MRN. **NOTE**: This must be done PRIOR to using the 'Downtime Add Encounter' Conversation (Step 2) **If duplicate MRN is found for client, continue to register the client using the Downtime MRN and inform the Registration Standards and Data Quality team (RSDQ) team that a merge is needed for the client. E.g. Submit appropriate Cerner Data Quality Request form: • http://our.healthbc.org/sites/HIMservices/Registration/CSTCernerDataQualityRequests/Forms/AllItems.aspx	Scheduling Clerk or MOA
2.	If Downtime Encounter Number was assigned to patient	• Enter encounter into the system using the Downtime Add Encounter conversation. Manually enter the downtime encounter number. Back date/time the registration date/time as captured on the Downtime Registration/ADT Activity Log. ** If a **Downtime Encounter Number** is used, but a pre-registration for the same visit is noticed. The pre-registration must be discharged/cancelled as appropriate.	Scheduling Clerk or MOA
3.	If there is an existing encounter, update Encounter - SchApptBook	• Refer to paper logs (Downtime Patient Facesheet, Downtime Registration/DT Activity Log, Clinic Schedule,) to update the patient appointment status. • Use the Patient Facesheet to complete patient and encounter information. Backdate registration date/time to the actual date/time of the patient arrival. • Use the Cancel Encounter or Discharge Encounter conversations as appropriate for patients who did not arrive or at the end of treatment (i.e. recurring encounters).	Scheduling Clerk or MOA
4.	Future visits	• Refer to paper documentation (for example, referral paperwork, clinic notes) for an indication that a pre-registered encounter is required for a future visit.	Scheduling Clerk or MOA
5.	If Scheduling Add-ons are required	• Back enter the appointment to the time slot as indicated on the Patient Facesheet, Clinic Schedule, or Downtime Registration/ADT Activity Log). If downtime registration is required, registration data recovery MUST be completed in PM Office before any updates to the schedule are entered.	Scheduling Clerk or MOA

#	Workflow Step	Downtime Action	Role Responsible
6.	Confirm Booking – Add Ons	• Confirm and set encounter to the downtime encounter. Do NOT Add Encounter.	Scheduling Clerk or MOA
7.	Appointment types with Orders	• For appointment types with orders, users must back enter these orders to complete the appointment attributes. • For appointment types with orders, users must back enter these orders to complete the appointment attributes. • If downtime orders were documented on paper, the appointment order may be required prior to matching up orders in downstream systems (e.g. MUSE). • If the appointment order is a duplicate order, please cancel as required.	Scheduling Clerk or MOA
8.	Insurance information	• Use the Accident Related Registration Information Form and the Patient Facesheet to complete the Insurance tab, while also relying on the MSP eligibility to select the correct Primary Insurance plan, as applicable.	Scheduling Clerk or MOA

Downtime Clinical Documentation

Please refer to the following procedure on SHOP for completing downtime documentation and recovery steps once uptime resumes. B-00-16-10036

Downtime Clinical Documentation Recovery

- All documents used during downtime except lab requisitions must be scanned to the patient chart. After each downtime, send the patient chart to HIM for scanning. Once HIM receives the chart, the turnaround time for indexing the documents to the patient chart in Cerner is 24 hours.

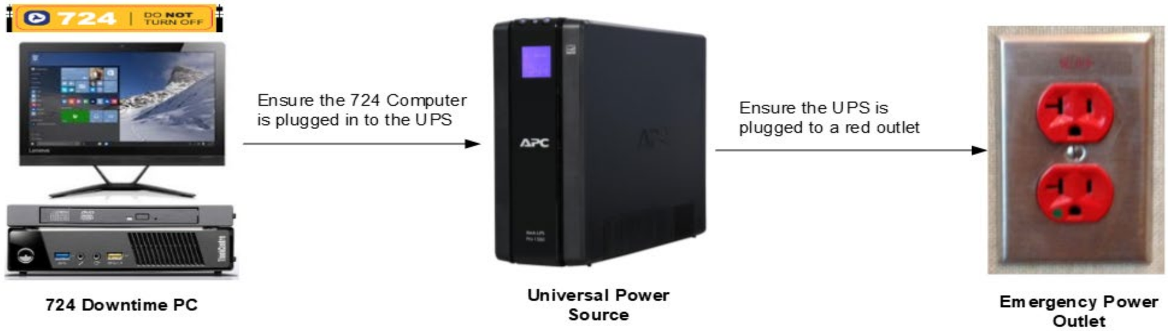
724Access® Downtime Viewer and 724 Computers

To ensure that the 724 computer is fully functional and usable during a downtime, complete the checklist of activities below before a planned downtime:

- ☐ Ensure the 724 downtime computer is always powered on and is connected to the network.

- ☐ Do not hold down the power button to shut down the computer unless instructed by IMITS or Service Desk for troubleshooting purposes. Pressing the power button to turn off the computer prevents it from shutting down properly, and could potentially corrupt the patient downtime data that is locally installed on it.

- Check that the 724 computer is connected to the Universal Power Source (UPS). The UPS is connected to a red plug that allows the computer to run on emergency power during a power outage. See the diagram below for reference.



- If a printer is connected to the 724 computer, check that the printer is also plugged into the Emergency Power Outlet.

Related Documents

- Registration – Use of Downtime Add Person Conversation
- Registration – Use of Downtime Add Encounter Conversation
- 724 Downtime User Guide
- [724 Downtime Quick Reference Guide]

References

- CST Cerner - Registration: Downtime Learning Hub Course Id: 23021
- 724Access Downtime Viewer Learning Hub Course Id: 23890

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