

Crosstown Clinic: Code Grey Downtime Procedure

Site Applicability:

Providence Health Care Crosstown Clinic

Practice Level

Basic Skill: Nurses,
Clinic Assistant Support Workers,
Social Workers,
Medical Office Assistants,
Nurse Practitioner,
Physicians,
Dietician,
Outreach Worker,
Spiritual Health Practitioner

Need to Know

- When a code grey has been announced, staff use paper documents to chart their activities.
- The OAT downtime procedure is to be used when the OAT database or computer is not functioning
- Downtime forms are kept in a bin in the cage on the injection treatment side of the clinic
- Pharmacy staff have a specific pharmacy downtime procedure that includes syringe production and labelling

Equipment and Supplies

- OAT/EMR Downtime box (see [Appendix A](#) for list of EMR forms)
- Printed Blank forms:
 - Progress Notes
 - EMR day sheets
 - OAT forms
 - PSLS Safety Event Report Form
 - Communication form

Procedure

1. EMR:

Actions:

- print and post a downtime notice for staff to be aware of downtime near each workstation

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- print day sheets for booked appointments

If there is access to the EMR Read-Only Environment:

Activity	Manual Steps (Instead of EMR during Downtime)	Who
Registration	<ul style="list-style-type: none"> No change, continue to enter information in PARIS 	<ul style="list-style-type: none"> Medical Office Assistant(MOA) and Clinic Assistant Support Worker (CASW)
Scheduling, Walk – ins	<ul style="list-style-type: none"> Manually enter client info on the Sign Up sheet for Scheduling and Walk-ins Keep copy of the sheet to enter into EMR when available 	<ul style="list-style-type: none"> Medical Office Assistant(MOA) and Clinic Assistant Support Worker (CASW)
Document preparation for Clinicians	<ul style="list-style-type: none"> Prepare progress notes with client stickers (affixed to both sides) Provide blank documents for clinicians: lab requisitions, x-rays, u/s requisitions, prescription pads, Print extra client labels for clinicians 	<ul style="list-style-type: none"> Medical Office Assistant(MOA) and Clinic Assistant Support Worker (CASW)
Active Problems Encounter Notes Service Codes Diagnosis Codes Referrals Recalls	<ul style="list-style-type: none"> Affix Name sticker to Data Collection sheet or other paper documentation tools (one per client) if not already done Manually complete blank Data Collection Sheet to be updated into EMR when available Forward all data collection sheets and progress notes (hand written or typed) to MOA following clinical session 	<ul style="list-style-type: none"> Nurses Physicians Nurse Practitioner Social Workers Outreach worker Clinic Assistant Support Worker Psychiatrist Spiritual Health Practitioner Dietician
Prescriptions	<ul style="list-style-type: none"> Photocopy prescription prior to handing off to client Or enter info on data collection sheet 	<ul style="list-style-type: none"> Medical Office Assistant(MOA) and Clinic Assistant Support Worker (CASW) Prescribing Clinicians

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Activity	Manual Steps (Instead of EMR during Downtime)	Who
Lab Results/ /PharmaNet	<ul style="list-style-type: none"> Log into Excelleris inbox and print the lab results for the whole clinic Log into CareConnect to search for a specific client's lab results 	<ul style="list-style-type: none"> Medical Office Assistant(MOA) and Clinic Assistant Support Worker (CASW) Nurses Physicians Nurse Practitioner
EMR Medical Record Review	<ul style="list-style-type: none"> Log into EMR Read-only Environment, look up client's medical record and review previous encounter history, active medications, etc. 	<ul style="list-style-type: none"> Nurses Physicians Nurse Practitioner Psychiatrist

Downtime Coordination

- Each site has designated a representative to act as the Downtime Coordinator (EMR Super Users) during an unplanned EMR downtime. This representative will ready the site prior to a downtime and be the primary contact person that the Help Desk will communicate with during a downtime. This includes assisting the Help Desk in determining the problem, helping to communicate the downtime procedures to the staff at your site and checking to ensure that EMR is up and running once the VA helpdesk has resolved the problem. The downtime coordinators at Crosstown are the Clinical Coordinator, MOA and super user Clinic Assistant Support workers.

Buddy Clinic

- In the event that only some clinics experience EMR Downtime, staff from the impacted clinic can access EMR via their site's "buddy" clinic (See [Appendix B](#)). The buddy site that is not impacted by the downtime will have access to EMR and can share this information with their buddy clinic. ([Appendix B](#)).

Access to other Sources of Information

In the event during a downtime, other sources of information may be available.

- PARIS
- EXCELLERIS
- CARECONNECT

- PharmaNet (via CareConnect or MediNet) If internet access is working – go onto MediNet and log in through their site: <http://www.medi.net/pharmanet-home.htm>

You may also call PharmaNet Helpdesk at 604-682-7120

- EMR Read only Environment (see [Appendix C](#) for login instructions)
- Paper charts

Following a Downtime – Automated Recovery Procedures

- Following any downtime, all EMR users will receive notification that EMR is again available via email. This email will also include any relevant information related to the downtime.
- Once the EMR system is available again, stop manual procedures and begin to enter the information into EMR (this is called the automated recovery procedures).
- **All information is to be entered into EMR by the Medical Office Assistant.**
Nurses, medical staff and allied health professionals enter their own data as needed as soon as is possible, ideally within 24 hours of the recovery of the downtime.
Clinic Coordinator to assist or provide direction to ensure that information is entered within the above timeframe.

Recovery Procedures Post EMR Downtime:

Activity	EMR Steps *All information should be entered into EMR as soon as possible following a downtime	Who * Must be completed by the appropriate staff member to prevent errors when entering information into EMR
Scheduling, Walk – ins	<ul style="list-style-type: none"> Enter all data from Sign Up sheets 	<ul style="list-style-type: none"> Medical Office Assistant(MOA) and Clinic Assistant Support Worker (CASW)
Visit Information	<ul style="list-style-type: none"> Enter all visit information from Data Collection sheet Scan and sign off Progress Notes (written or electronic) to client record Enter “downtime encounter note” and note what document(s) was scanned to the client record 	<ul style="list-style-type: none"> Medical Office Assistant(MOA) and Clinic Assistant Support Worker (CASW)
Active Problems Service Codes Diagnosis Codes Referrals Recalls	<ul style="list-style-type: none"> Enter all data from Data Collection sheet/s 	<ul style="list-style-type: none"> Physicians Nurse Practitioner Psychiatrist
Prescriptions	<ul style="list-style-type: none"> Enter all prescription information from photocopies or data collection sheet 	<ul style="list-style-type: none"> Prescribing Clinicians
Lab Results	<ul style="list-style-type: none"> Annotate paper lab results as needed Sign off paper lab results Scan, attach and sign off lab results to client record 	<ul style="list-style-type: none"> Nurses Physicians Nurse Practitioner

OAT:

- 1) If the computer or OAT database is down, finish immediate task, if possible.
- 2) Communicate to clients that the computers are down and there will be delays. Put signage up to indicate the same. This is found in code grey box.
- 3) Float nurse to go help Provision nurse.
- 4) Look at the OAT absent report, located next to the narcotic waste book, to see who is on missed days.
- 5) Look at the narcotic waste book for the past 96 hours to determine who is titrating.
- 6) Pull out Clients' Charts Book, located in the Provision next to the sink.
- 7) Float nurse to work with the Provision nurse to identify if clients are on a regular dose, missed days or titrating when they come to the window.

If client is on a regular dose (i.e. non-titrating and have not missed days)

- 1) Refer to order in Clients' Chart.
- 2) Witness pre-waste, according to protocol, if required.
- 3) Provision nurse performs 7 rights of medication administration, identifies client using two client identifiers with client and verbalizes client ID number for the Float nurse.
- 4) Float nurse documents same, dose given and syringe dose number on the Network Downtime Data Recording sheet.
- 5) Float nurse hands Provision nurse syringe, to provide to client.
- 6) Client self-administers dose.

Titration dose number one for missed day

- 1) Confirm missed days on OAT absent report.
- 2) Refer to the current order (on the blue copy of the duplicate) for the dose, then refer to the Missed Days PPO in Clients' Chart (be sure the PPO has been written within the past year).
- 3) Provision nurse and Float nurse perform independent double checks (IDC) when pre-wasting medication as per Crosstown [Medication Pre Waste Protocol](#) .
- 4) Witness pre-waste according to protocol, if required
- 5) Provision nurse performs 7 rights of medication administration, identifies client using two client identifiers with client and verbalizes client ID number for the Float nurse.
- 6) Float nurse documents same, dose given and syringe dose number on the Network Downtime Data Recording sheet.
- 7) Float nurse hands Provision nurse syringe to provide to client.
- 8) Client self-administers dose.

Subsequent titration doses for missed days

- 1) Refer to the Narcotic Book and look at the past 96 hours
- 2) Note who has had a dose adjustment
- 3) When the client approaches the window requesting their dose, look at the most recent wastage and calculate what dose was given by referencing the current order (on the duplicate).
- 4) Then reference the Missed Days PPO to determine the next dose
- 5) Provision nurse and Float nurse perform independent double checks (IDC) for pre-wasting

- 6) Witness pre-waste, according to protocol, if required.
- 7) Provision nurse performs 7 rights of medication administration, identifies client using two client identifiers with client and verbalizes client ID number for the Float nurse.
- 8) Float nurse documents same, dose given and syringe dose number on the Network Downtime Data Recording sheet.
- 9) Float nurse hands Provision nurse syringe, to provide to client.
- 10) Client self-administers dose.

New clients titrating

- 1) Refer to the Titration PPO in Clients' Chart (be sure the PPO has been written within the past year).
- 2) Provision nurse and Float nurse perform independent double checks (IDC) when pre-wasting medication.
- 3) Witness pre-waste according to protocol, if required
- 4) Provision nurse performs 7 rights of medication administration, identifies client using two client identifiers with client and verbalizes client ID number for the Float nurse.
- 5) Float nurse documents same, dose given and syringe dose number on the Network Downtime Data Recording sheet.
- 6) Float nurse hands Provision nurse syringe to provide to client.
- 7) Client self-administers dose

Related Documents

1. Opioid Assisted Treatment (Oat) Provisional Nurse (Downtime) Documentation (Form PHC-PH807)
2. Opioid Assisted Treatment (Oat) Pre/Post Assessment Nurse (Downtime) Documentation (Form PHC-PH808)

Persons /Groups Consulted:

Professional Practice Consultant

Clinic RNs

Crosstown Clinic Coordinator

Developed By:

Patient Care Manager Crosstown Clinic

APPENDIX A: EMR Downtime Preparation Guide

The following guide is a checklist to help with your Downtime Preparation:

- ☐ **Know who the EMR Downtime Coordinator for your site.**
Responsibilities include:
 - Completing the steps listed on this Downtime Preparation Guide
 - Updating the Downtime Information for your site on a regular basis
 - During a Code Grey downtime, acting as the primary contact person with the VA Help Desk. For example, assisting the VA Help Desk in determining the problem, communicating the downtime procedures to the staff at your site and checking to ensure that EMR and other systems are up and running once the Help Desk has resolved the problem.

- ☐ **Locate the Code Grey/ EMR Downtime Blinder for your site. Contents should include:**
 - Blank copies of Client Sign-in sheets
 - Blank copies of Data Collection Sheets
 - OAT downtime forms
 - Paper progress notes
 - Paper copies of outpatient lab requisitions
 - Prescription pads
 - Paper requisitions for U/S, x-ray, EEG, Nuclear Medicine
 - PSLS Safety Event Report Form

The contents of the above are for downtime procedures ONLY

- ☐ **Place a copy of the downtime procedures in the box.**
 - The downtime procedures describe what to do prior to, during, and following a downtime.

- ☐ **Know your buddy sites (see [Appendix B](#))** in the event that the downtime has only impacted some sites.

- ☐ **Review the Code Grey/EMR Downtime procedures with staff at your site on a regular basis.**

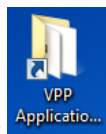
- ☐ **Annually** – MOA to update the downtime information (procedures and manual downtime forms) in your Site's Downtime Manual and clinic coordinator/educator to review the EMR Downtime procedures with staff



APPENDIX B: Buddy Clinics and Downtime Coordinators

Clinic	Downtime Coordinator/s	Contact Information
Urban Health Program		
IDC		604-682-2344 x 63383
RAAC		604-682-2344 x 64245
ICY		604-806-9415
Crosstown	Clinic Coordinator	604-809-1429

APPENDIX C: Accessing Downtime Environment

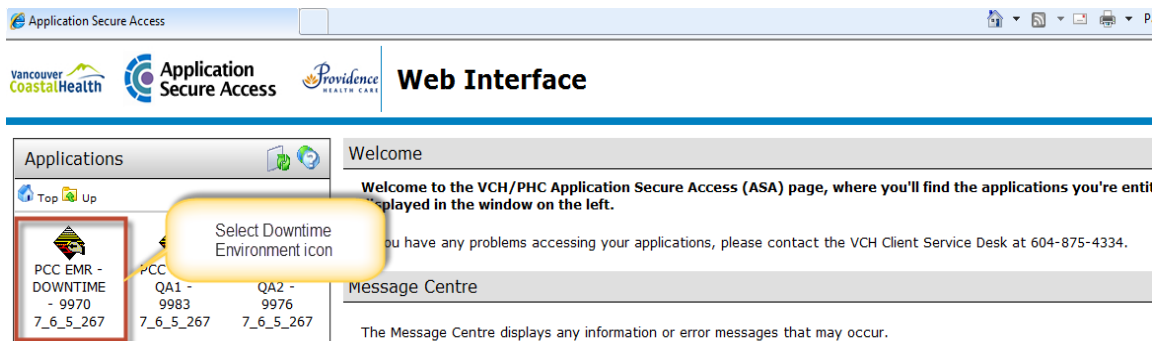
To access a downtime environment from onsite at your clinic:



1. Select
2. Select  PCC EMR Downtime Only folder
3. Select  DO NOT USE - PCC EMR Downtime - Rea... icon
4. Log into EMR Downtime Environment with you EMR Username and Password

Offsite Access to Downtime Environment

1. Log in with your Token/Aircard as you normally do
2. Select the Downtime Environment icon



3. Log into EMR Downtime Environment with you EMR Username and Password
- 4.

PLEASE NOTE: When accessing the Downtime Environment it is READ ONLY

Effective Date:	09-MAY-2019
Posted Date:	09-MAY-2019
Last Revised:	
Last Reviewed:	
Approved By:	PHC
	Professional Practice Standards Committee
Owners:	PHC
	Urban Health