Health Information Management
DOWNTIME PROCEDURE

Summary of Changes

	NEW	Previous
BC Cancer	CERNER HIM DOWNTIME PROCEDURE Applicable to: Health Information Management	CAIS DOWNTIME PROCEDURE

1. Introduction

1.1. Focus

To provide instructions and delineate roles and responsibilities for program required documentation in the event of downtime, including data recovery procedures when uptime resumes.

1.2. Health Organization Site Applicability

Vancouver Cancer Center - HIM

1.3. Practice Level

- HIM

1.4. 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.

1.5. Need to Know

- HIM Procedures have been determined at an enterprise level, follow the procedures below if work is strictly related to HIM area.
- This document can be used in supplement with other clinic specific downtime procedures/forms that have been determined.
- Downtime procedures → SHOP
    - http://shop.healthcarebc.ca/_layouts/15/DocIdRedir.aspx?ID=SHOP-1273641220-966
- Downtime forms → SHOP
    - http://shop.healthcarebc.ca/_layouts/15/DocIdRedir.aspx?ID=SHOP-1273641220-967
- Chemo PPO's available on BC Cancer Website or H/Drive
    - http://www.bccancer.bc.ca/health-professionals/clinical-resources/chemotherapy-protocols
    - H:\EVERYONE\SYSTEMIC\Chemo\Orders
- PPO's available from CST share-point or in paper form in your downtime guides
- Clinic discretion has been determined as paramount in a downtime, procedures and determined roles are to serve as guidelines. Clinical judgement that prioritizes patient care and safety should be prioritized in the event of a downtime.

1.6. Equipment and Supplies

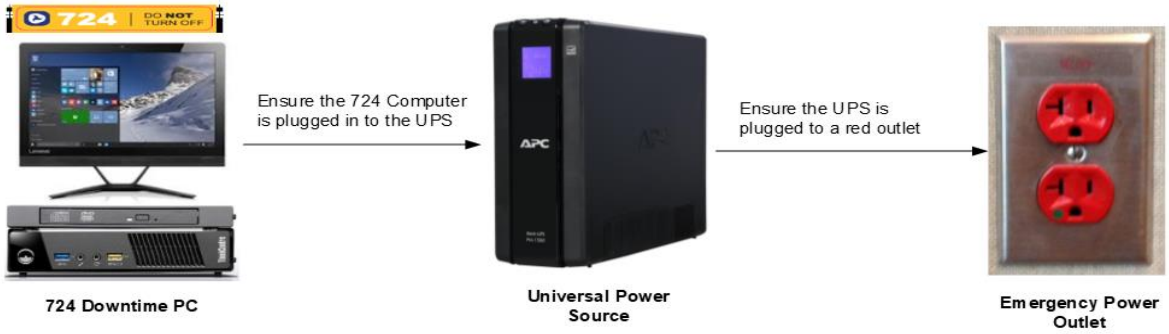
- Downtime Guides
- Downtime Tool-Kits
- Downtime Forms
- 7/24 downtime viewers

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. This step is not applicable to those sites without emergency power.



- If a printer is connected to the 724 computer, check that the printer is also plugged into the Emergency Power Outlet. This step is not applicable to those sites without emergency power.

2. Procedure

2.1. Steps and Rationale

Planned vs Unplanned?

Site informed through the IMITS process.

- If downtime is planned, date and time is provided.
- If downtime is unplanned, continuous updates and delay estimates will be relayed

If Planned

- Alert staff/clinical leads of date and time

- Print required patient information
- Distribute/locate paper forms as needed
- Print Clinic Schedule if not already printed

If Unplanned

- Assess the type of downtime – Network? Power?
- Utilize 7/24 viewers
- Locate paper forms/procedures in downtime guides/tool-kit

HIM Module	**DOWNTIME** ***Cerner Down/Network Up Workflow Step:**	**RECOVERY** ***Cerner Back Up and Network Up Workflow Step**	**DOWNTIME** ***Cerner and Network Down Workflow Step**	**RECOVERY** ***Cerner and Network Back Up Workflow Step**

HIM Module	DOWNTIME *Cerner Down/Network Up Workflow Step:	RECOVERY *Cerner Back Up and Network Up Workflow Step	DOWNTIME *Cerner and Network Down Workflow Step	RECOVERY *Cerner and Network Back Up Workflow Step
Patient Information Request	NOT AVAILABLE In advance: Request clinics/ROI to enter PIR chart requests If chart required within 24 hours, requestors to phone HIM or provide patient list that meets HIM requirements (HMRN, MRN, patient name, DOB, requesting clinic in TD order for large volumes) HIM manually documents chart requests on After Hours Log Sheet If available, access CAIS Chart Tracking and CAIS Legacy System to find patient chart/MRN Can look internally in the Department for	No back entry required	NOT AVAILABLE In advance: Request clinics/ROI to enter PIR chart requests. If chart required within 24 hours, requestors to phone HIM or provide patient list that meets HIM requirements (HMRN, MRN, patient name, DOB, requesting clinic in TD order for large volumes) HIM manually documents chart requests on After Hours Log Sheet Can look internally within the Department for chart	No back entry required

HIM Module	DOWNTIME *Cerner Down/Network Up Workflow Step:	RECOVERY *Cerner Back Up and Network Up Workflow Step	DOWNTIME *Cerner and Network Down Workflow Step	RECOVERY *Cerner and Network Back Up Workflow Step
	chart			
Request Queue	NOT AVAILABLE In advance: print PIR Pull List Report/Received Chart List - retrieve/order offsite paper chart	Update statuses of requests processed (if applicable) in Request Queue from PIR Pull List	NOT AVAILABLE In advance: print PIR Pull List Report in advance/Received Chart List - retrieve/order offsite paper chart in advance, or by phone/fax	Update statuses of requests processed (if applicable) in Request Queue from PIR Pull List

HIM Module	DOWNTIME *Cerner Down/Network Up Workflow Step:	RECOVERY *Cerner Back Up and Network Up Workflow Step	DOWNTIME *Cerner and Network Down Workflow Step	RECOVERY *Cerner and Network Back Up Workflow Step
	Look up patient in legacy systems CAIS			
Chart Tracking	NOT AVAILABLE In advance: Update Chart Tracking for any charts received sitting in the Department Retrieve charts requested for downtime period Print list of all charts signed out	HIM manually updates Chart Tracking from After Hours Log Sheet HIM applies Chart Tracking Label to paper patient records when touched	NOT AVAILABLE In advance: Update Chart Tracking for any charts received sitting in the Department Retrieve charts requested for downtime period Print list of all charts signed out	HIM manually updates Chart Tracking from After Hours Log Sheet HIM applies Chart Tracking Label to paper patient records when touched

HIM Module	DOWNTIME *Cerner Down/Network Up Workflow Step:	RECOVERY *Cerner Back Up and Network Up Workflow Step	DOWNTIME *Cerner and Network Down Workflow Step	RECOVERY *Cerner and Network Back Up Workflow Step
	Retrieve and photocopy requests to secure record Manually document on After Hours Log Sheet the movement of paper charts sent out and received Securing Chart - if HMRN/MRN known, retrieve paper chart, photocopy and place in folder		Retrieve and photocopy requests to secure record Manually document on paper using the After Hours Log Sheet the movement of charts sent out and received. Securing Chart - if HMRN/MRN known, retrieve paper chart, photocopy and place in folder.	
Task Queues: Assembly - Prep/Scan - Reconciliation QA - Inpatient QA - Day Surgery	NOT AVAILABLE To Prepare: Print Assembly and Prep/Scan-Reconcillation Lists Assembly: manually document on Discharge List if available	HIM completes Assembly - Residential tasks as per Discharge List	NOT AVAILABLE To Prepare: Print Assembly-Residential and Prep/Scan-Reconcillation Lists Assembly - Residential: manually document on Discharge List if available	HIM completes Assembly - Residential tasks as per Discharge List

HIM Module	**DOWNTIME** ***Cerner Down/Network Up** **Workflow Step:**	**RECOVERY** ***Cerner Back Up and Network Up** **Workflow Step**	**DOWNTIME** ***Cerner and Network Down** **Workflow Step**	**RECOVERY** ***Cerner and Network Back Up** **Workflow Step**
	Prep/Scan - Reconciliation, QA - Inpatient, and QA - Day Surgery: unable to process		Prep/Scan - Reconciliation, QA - Inpatient, and QA - Day Surgery: unable to process.	
Deficiency Management: Patient Deficiency Analysis	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A
Deficiency Management: Physician Deficiency Analysis	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A

HIM Module	DOWNTIME *Cerner Down/Network Up Workflow Step:	RECOVERY *Cerner Back Up and Network Up Workflow Step	DOWNTIME *Cerner and Network Down Workflow Step	RECOVERY *Cerner and Network Back Up Workflow Step
AccessHIM	NOT AVAILABLE To Prepare: print out patient chart documents as per ROI request. Print request queue list of outstanding ROI requests Cannot log any ROI requests. Non-continuity of Care Requests -ROI requests already received - process if request is for information from paper chart or non-Cerner systems (e.g. retrieve paper chart, photocopy, sever, etc.) Refer to downtime ROI cover letters Continuity of Care Requests - access non Cerner systems to obtain patient information such as CareConnect, PARIS, or paper chart. Process request if required information is available	HIM back enters/updates ROI requests from ROI Request/Authorization Forms	NOT AVAILABLE To Prepare: print out patient chart documents as per ROI request. Print request queue list of outstanding ROI requests Have blank preprinted ROI authorization forms on hand. Cannot log any ROI requests. Non-continuity of Care Requests -ROI requests already received - process if request is for information from paper chart (e.g. retrieve paper chart, photocopy, sever, etc.).Refer to downtime ROI cover letters Continuity of Care Requests - Process request if required information is available from paper chart	HIM back enters/updates ROI requests from ROI Request/Authorization Forms Same as ROI clerk
Report Request	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A

HIM Module	DOWNTIME *Cerner Down/Network Up Workflow Step:	RECOVERY *Cerner Back Up and Network Up Workflow Step	DOWNTIME *Cerner and Network Down Workflow Step	RECOVERY *Cerner and Network Back Up Workflow Step
Medical Record Request	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A
Discern Reporting Portal	NOT AVAILABLE To Prepare: print out any applicable reports	Reprint reports as required	NOT AVAILABLE To Prepare: print out any applicable reports	Reprint reports as required
Batch Capture	To Prepare: Validate any outstanding batches Able to perform prep, scan, and quality control. Validation not available (Millenium) If patient chart is requested and chart waiting to be scanned, photocopy required documents and stamp 'copy'.	If any information is required for prep, verify information before scanning batch Validate batches as processed	To Prepare: Validate any outstanding batches Prep charts and identify documents that will require a patient label to be applied If patient chart is requested and chart waiting to be scanned, photocopy required documents and stamp 'copy'.	Apply patient labels If any information is required for prep, verify information before scanning batch
FormFast WebForm Imprint	Print patient forms and patient labels using desktop icon/URL. Not Fastprint as patients cannot be registered.	N/A	To Prepare: Print out any applicable forms and patient labels ahead of time as system not available. Eg: I Have Been Scanned Separator Sheet Secure Temp Folder Cover Sheet	N/A

HIM Module	DOWNTIME *Cerner Down/Network Up Workflow Step:	RECOVERY *Cerner Back Up and Network Up Workflow Step	DOWNTIME *Cerner and Network Down Workflow Step	RECOVERY *Cerner and Network Back Up Workflow Step
			Circulating Copy Cover Sheet Circulating Copy Cover Sheet with Note Batch Management Cover Sheet ROI Authorization Form	
PowerChart/Message Centre	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A
Report Request Maintenance	NOT AVAILABLE To Prepare: check and clear any failed jobs.	Check for any failed jobs	NOT AVAILABLE To Prepare: check and clear any failed jobs.	Check for any failed jobs
Work Queue Monitor	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A
Single Document Capture	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A
UNPLANNED Downtime				
HIM Module	**DOWNTIME** ***Cerner Down/Network Up**	**RECOVERY** ***Cerner Back Up and Network Up**	**DOWNTIME** ***Cerner and Network Down**	**RECOVERY** ***Cerner and Network Back Up**

HIM Module	DOWNTIME *Cerner Down/Network Up Workflow Step:	RECOVERY *Cerner Back Up and Network Up Workflow Step	DOWNTIME *Cerner and Network Down Workflow Step	RECOVERY *Cerner and Network Back Up Workflow Step
	Workflow Step:	**Workflow Step:**	**Workflow Step**	**Workflow Step**
Patient Information Request	NOT AVAILABLE ***If chart required within 24 hours**, requestors to phone HIM or provide patient list that meets HIM requirements (HMRN, MRN, patient name, DOB, requesting clinic in TD order for large volumes) HIM manually documents chart requests on 'After Hours Log Sheet' If available, access CAIS to find patient chart/MRN Can look internally in the Department for chart	No back entry required	NOT AVAILABLE If chart required within 24 hours, requestors to phone HIM or provide patient list that meets HIM requirements (HMRN, MRN, patient name, DOB, requesting clinic in TD order for large volumes) HIM manually documents chart requests on ' After Hours Log Sheet' Can look internally within the dept for chart.	No back entry required
Request Queue	NOT AVAILABLE PIR Pull List Report already printed/Received Chart	Update statuses of requests processed (if applicable) in Request Queue	NOT AVAILABLE PIR Pull List Report already printed/Received Chart List -	Update statuses of requests processed (if applicable) in Request Queue

HIM Module	DOWNTIME *Cerner Down/Network Up Workflow Step:	RECOVERY *Cerner Back Up and Network Up Workflow Step	DOWNTIME *Cerner and Network Down Workflow Step	RECOVERY *Cerner and Network Back Up Workflow Step
	List - retrieve/order offsite paper chart Look up patient in CAIS legacy system		retrieve/order offsite paper chart by phone/fax.	
Chart Tracking	NOT AVAILABLE Manually document on paper 'After Hours Log Sheet' the movement of paper charts sent out and received. Securing Chart - if HMRN/MRN known, retrieve paper chart, photocopy and place in folder	HIM manually updates Chart Tracking from 'After Hours Log Sheet' HIM applies Chart Tracking Label to paper patient records when touched	NOT AVAILABLE Manually document on paper After Hours Log Sheet the movement of charts sent out and received Securing Chart - if HMRN/MRN known, retrieve paper chart, photocopy and place in folder	HIM manually updates Chart Tracking from 'After Hours Log Sheet' HIM applies Chart Tracking Label to paper patient records when touched
Task Queues: Assembly - Prep/Scan - Reconciliation QA - Inpatient QA - Day Surgery	NOT AVAILABLE Assembly -l: manually document on Discharge List (if available) Prep/Scan - Reconciliation, QA - Inpatient, and QA - Day Surgery: unable to process	HIM completes Assembly - Residential tasks as per Discharge List	NOT AVAILABLE Assembly - Residential: manually document on Discharge List (if available) Prep/Scan - Reconciliation, QA - Inpatient, and QA - Day Surgery: unable to process	HIM completes Assembly - Residential tasks as per Discharge List

HIM Module	DOWNTIME *Cerner Down/Network Up Workflow Step:	RECOVERY *Cerner Back Up and Network Up Workflow Step	DOWNTIME *Cerner and Network Down Workflow Step	RECOVERY *Cerner and Network Back Up Workflow Step
Deficiency Management: Patient Deficiency Analysis	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A
Deficiency Management: Physician Deficiency Analysis	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A
AccessHIM	NOT AVAILABLE Cannot log any new ROI requests Noncontinuity of Care Requests -ROI requests already received - process if request is for information from paper chart or non-Cerner systems (e.g. retrieve paper chart, photocopy, sever, etc.). Refer to Downtime ROI Cover Letters Continuity of Care Requests - access non Cerner systems to obtain patient information (e.g. CAIS)	HIM back enters/updates ROI requests from ROI Request/Authorization Form	NOT AVAILABLE Use pre-printed ROI Authorization Forms Cannot log any new ROI requests. Noncontinuity of Care Requests -ROI requests already received - process if request is for information from paper chart (e.g. retrieve paper chart, photocopy, sever, etc.). Refer to Downtime ROI Cover Letters Continuity of Care Requests - Process request if required	HIM back enters/updates ROI requests ROI Request/Authorization form

HIM Module	DOWNTIME *Cerner Down/Network Up Workflow Step:	RECOVERY *Cerner Back Up and Network Up Workflow Step	DOWNTIME *Cerner and Network Down Workflow Step	RECOVERY *Cerner and Network Back Up Workflow Step
	Process request if required information is available		information is available from paper chart	
Report Request	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A
Medical Record Request	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A
Discern Reporting Portal	NOT AVAILABLE	Reprint reports as required	NOT AVAILABLE	Reprint reports as required
Batch Capture	Able to perform prep, scan, and quality control	If any information is required for prep, verify information before	Prep charts and identify documents requiring a patient label to be applied	Apply Patient Labels If any information is

HIM Module	DOWNTIME *Cerner Down/Network Up Workflow Step:	RECOVERY *Cerner Back Up and Network Up Workflow Step	DOWNTIME *Cerner and Network Down Workflow Step	RECOVERY *Cerner and Network Back Up Workflow Step
	Validation NOT AVAILABLE (Millennium®) If patient chart is requested and chart waiting to be scanned, photocopy required documents and stamp 'copy'.	scanning batch Validate batches as processed	If patient chart is requested and chart waiting to be scanned, photocopy required documents and stamp 'copy'.	required for prep, verify information before scanning batch
FormFast WebForm Imprint	Able to print Patient Forms, and Patient Labels using desktop icon/URL NOT Fastprint as patients cannot be registered	N/A	Use Preprinted Downtime Forms : Have Been Scanned Separator Sheet Secure Temp Folder Cover Sheet Circulating Copy Cover Sheet Circulating Copy Cover Sheet with Note Batch Management Cover Sheet ROI Authorization Form	N/A
PowerChart Message Centre	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A

HIM Module	**DOWNTIME** ***Cerner Down/Network Up** **Workflow Step:**	**RECOVERY** ***Cerner Back Up and Network Up** **Workflow Step**	**DOWNTIME** ***Cerner and Network Down** **Workflow Step**	**RECOVERY** ***Cerner and Network Back Up** **Workflow Step**
Report Request Maintenance	NOT AVAILABLE	Check for any failed jobs	NOT AVAILABLE	Check for any failed jobs
Work Queue Monitor	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A
Single Document Capture	NOT AVAILABLE	N/A	NOT AVAILABLE	N/A

2.2. Site Specific Practices

- Currently only validated for Vancouver Cancer Center

2.3. Documentation

Nurses/Allied Health Clinicians/Radiation Therapist/Nutritionist/Other designated HCP:

All documentation completed on paper during the downtime becomes a part of the patient health record. For clinics, scanning is completed when uptime resumes. However, if the document cannot be scanned to the correct section of the CST electronic health record, the document should then be retained in a secure area as per Standard Operating Procedure, until such time as the document can be successfully indexed to the electronic health record.

Once Cerner is re-established and the downtime has ended some information will need to be entered into the patient's health record to aid continuing electronic documentation and seamless patient care.

Consider before back entry:

- Error potential when transcribing information
- College requirements for documentation and documentation of care provided by others
- The recording clinician may want to add a note in the encounter to indicate when the downtime period occurred and that there is additional documentation on the patient in the clinical documents section of the electronic record.

Review and back enter to the CST electronic health record:

1. Height and weight if measured during downtime. This is necessary for medication orders.
2. Allergy Intolerance status – new or changes.
3. Any new process alerts (falls, violence, infection control, DNAR etc.).
4. Last set of vital signs (VS) taken during the downtime (use clinical judgement to determine if more than one set of VS should be entered).
5. If fluid balance is being monitored, add total in and out measured during downtime.
6. If applicable, depending on the reason for the visit, or prescribing medication, complete a Best Possible Medication History (BPMH).
7. Update eMAR from the form 1295-Medication Administration Record:

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a. For all medications administered during downtime, click “given” and in the comment field enter "Downtime from [start] hours to [end] hours, see paper MAR (as above) and/or add relevant time as administered (e.g. PRN medications)
b. For all active medications NOT administered during downtime, click “not given” and in the comment field enter "Downtime from [start] hours to [end] hours, see paper MAR (as above) and a reason why not administered.

8. Orders

Order Type	**Recovery Process**	**Role Responsible**
PATIENT CARE Orders (separate from medication orders)	• Back enter all current / future orders (orders that affect future care) that are on-going after downtime, except those that have been faxed to a receiving department (e.g. consults). • Do not back enter any orders that have been completed in their entirety during downtime. Those orders will be documented on the relevant downtime form and these will be scanned to the patient chart once CST uptime resumes.	NP, MD
Diagnostic Test Orders – LAB	• Enter into Cerner any lab orders for ongoing laboratory tests only if the requisition was not sent to the lab. • Do not enter orders for lab tests for which the requisition has been sent. They will be managed by the lab (Sunquest facility) or by private labs such as Excelleris.	NP, MD
Diagnostic Test Orders –MEDICAL IMAGING	• Enter into Cerner diagnostic imaging orders that have not been sent to a Medical Imaging department via paper requisition that has been faxed. • Do not back enter medical imaging orders for which the requisition has been sent. They will be managed by the department that processes the orders.	NP, MD

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3. Related Documents and References

3.1. Related Documents

- None to date

3.2. References

4. Appendices

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