



Provincial Health Services Authority

Cancer Agency Information System (CAIS) Downtime Procedures

Summary of Changes

NEW		Previous
BC Cancer	Cancer Agency Information System (CAIS) Downtime Procedures	

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 1 of 6
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Table of Contents

1.	Introduction	3
1.1.	Focus	3
1.2.	Health Organization Site Applicability	3
1.3.	Definitions.....	3
1.4.	Need to Know	3
2.	Procedure.....	4
3.	During the downtime.....	4
3.1.	Arriving Patients.....	4
3.2.	Access to Laboratory and Diagnostic Imaging results.....	4
3.3.	Access to Schedule.....	5
3.4.	Access to Charts	5

1. Introduction

1.1. Focus

This document is intended to support staff at BC Cancer when Cancer Agency Information System (CAIS) cannot be launched. Downtime is a term used to describe when a system (e.g. CAIS) is unavailable for use. This may be planned and come with advance notice, or unplanned and happen without any notice. For planned downtimes, those with active BC Cancer email accounts will receive an IT Broadcast email with advanced notice.

1.2. Health Organization Site Applicability

This document is applicable to all BC Cancer sites.

1.3. Definitions

Cancer Agency Information System (CAIS): Major clinical information system supporting the care of patients with cancer at BC Cancer.

CareConnect: A secure web-based application that provides authorized clinical users with access to EHR information about specific patients, and is explicitly and solely for the use of providing care to patients.

Electronic Medical Record (EMR): Computer application for gathering patient information such as medication lists, allergy lists, notes, results retrieval (for laboratory, radiology, and other testing results), etc.

Emergency Operations Centre (EOC): Pre-designated location for managing the response to an event that has overwhelmed a site / department or program. When activated, an EOC coordinates a response to address the needs of patients/clients, staff, doctors, contractors, and visitors, as well as communicate to outside agencies and coordinate continuity of operations if possible.

Information Management/ Information Technology Services (IMITS): Information Management/Information Technology Services (IMITS) partners with health authorities and the Ministry of health to design, build, and operate solutions and manage technology infrastructure services that lead to the delivery of high quality patient care across BC.

1.4. Need to Know

If CAIS is unavailable there is no need to log off/restart the computer; When CAIS is down; examples of impacts are:

- Lab or Medical Imaging results will not be viewable in CAIS
- Schedules will be unavailable in CAIS
- Appointments will not be bookable in CAIS
- Transcribed documents will not be available to be signed in CAIS

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 3 of 6
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- CAIS Action List will be unavailable

2. Procedure

- a) Report issues accessing CAIS to the PHSA Service Desk at 604 675 4299 or 1 888 675 4299 and to a supervisor. Please make note of the time you called and the ticket number assigned.
- b) The supervisor will inform the Manager, Clinical Services or alternate and the PHSA Service desk if not already contacted. The Manager, Clinical Services or alternate will notify Clinical Informatics by emailing BCCancerInformatics@phsa.ca and an Executive Secretary. The Executive Secretary will send out an all staff email as required.
- c) Try accessing CAIS via 'Remote BCCA Applications'. Paste this URL into your browser: <https://internalapps.healthbc.org/Citrix/StoreWeb/>
- d) Once in the Citrix Storefront, click on Remote BCCA Applications and Schedule to find CAIS applications.
- e) If you are still unable to access CAIS:
 - Locate individuals who are successfully logged into CAIS. This may include other BC Cancer sites. Ensure that they do NOT logoff, as they may not be able to log back in. Refer to Section 3 on how to access information you may need.
 - If there are no individuals working with you who are successfully logged into CAIS, refer to Section 3 on how to access information you may need.
 - The Manager, Clinical Services or alternate will liaise with the Executive Director, Regional Clinical Operations and Clinical Informatics business lead or alternate to consider whether an EOC needs to be activated.
 - Monitor BC Cancer email for updates. Due to the unscheduled downtime; IMITS may require a scheduled downtime to reboot or fix the system.

3. During the downtime

3.1. Arriving Patients

Patient care areas will record the name and BC Cancer Patient ID of patients presenting for care. Once CAIS is functioning the list must be compared with the daily CAIS schedule to ensure patients were not missed (e.g. no shows).

3.2. Access to Laboratory and Diagnostic Imaging results

Laboratory and Diagnostic Imaging results may not be available via CAIS if the system is unavailable. Follow these steps to access Laboratory and Diagnostic Imaging results:

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 4 of 6
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Any user who is still logged in to the system may be able to print required lab results. Access the host hospital's Electronic Medical Record (EMR) or CareConnect as an alternative. The host hospital Laboratory Manager may be able to support access to lab reports if required.

3.3. Access to Schedule

If the downtime was planned ensure that the required schedules are printed prior to the scheduled downtime.

If the downtime is unplanned the schedule may be unavailable.

If no printed CAIS schedules exist:

- Any user who is still logged in to the system may be able to print required schedules. Priority should be placed on printing same-day schedules. If possible, proceed to printing the next-day schedules as a contingency in case the outage lasts longer than one day.
- For radiation patients the ARIA treatment queue can be used to view the appointments scheduled for that day.

3.4. Access to Charts

Chart delivery for scheduled patient appointments is up to two days prior to the appointment. Therefore, the charts for clinic on the day of an unplanned downtime should already be available.

HIM will respond to staff requests for clinic charts via phone, and will search common areas for charts not located in HIM except in Kelowna where charts are not searched for in areas other than HIM.

HIM staff will access lists for upcoming clinics using the J-Drive list "Chart Pull". The current location of the paper chart, however, will not be available. HIM may contact other centres as required to assist in access to charts and may also contact other departments for lists of patients they will be seeing.

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 5 of 6
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****Last page of document****

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