



Provincial Health Services Authority

## Registration DOWNTIME PROCEDURE

### Summary of Changes

	NEW	Previous
BC Cancer	CERNER REGISTRATION DOWNTIME PROCEDURE	CAIS DOWNTIME PROCEDURE

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 1 of 17
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

# Registration Downtime Procedures

## Introduction

### 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.

## Health Organization Site Applicability

BC Cancer Center Registration - Cerner Users

### Practice Level

- Registration across VCC at BC Cancer

## 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.

## Need to Know

- 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](http://shop.healthcarebc.ca/_layouts/15/DocIdRedir.aspx?ID=SHOP-1273641220-966)
- Downtime forms → SHOP

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 2 of 17
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

## Registration Downtime Procedures

- [http://shop.healthcarebc.ca/\\_layouts/15/DocIdRedir.aspx?ID=SHOP-1273641220-967](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.

### Equipment and Supplies

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

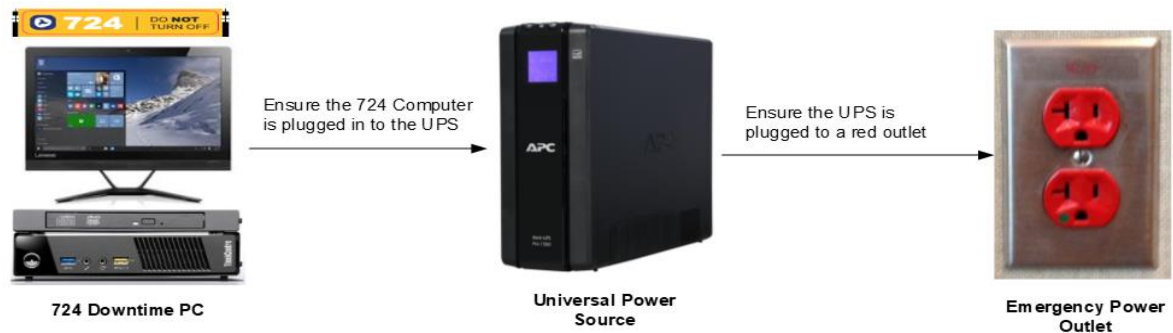
### 724Access® Downtime Viewer and 724 Computers

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.

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 3 of 17
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

# Registration Downtime Procedures



- 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.

## Procedure

### 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
- Leverage other clinical applications in your clinic (e.g., CareConnect, ARIA, ClearDent, etc..)

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 4 of 17
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

# Registration Downtime Procedures

## Downtime Registration

Inpatient Units (for Direct Admits)

#	Workflow Step	Downtime Action	Role Responsible
1.	Registration Activity	All registration activity that occurs over the course of a downtime must be recorded in the <a href="#">Downtime Registration/ADT Activity Log</a> on each unit. If the patient has an existing pre-admission, use the MRN and encounter number from the pre-admission.  Preadmissions are viewable in the 724Access Viewer.	Unit Clerk
2.	New Registration/MRN and encounter assignment	Look up the patient in the 724Access Viewer to see if an MRN and Encounter # exists.  If the patient is not found in the 724Access Downtime Viewer®, search for the patient using HealthNet. Note that the CST Cerner MRN is listed as “VPP_CER” in the Source ID section.  If there is not an MRN or Encounter # associated with the patient for this visit, call the Central Registration Desk to determine if the patient has been assigned an MRN/Encounter #.  If after hours, call LGH to initiate off-site registration procedures via VCC in-patient unit.	Unit Clerk
3.	Labels	Use the <a href="#">CST Downtime Label &amp; Facesheet Generator</a> program on the 724Access Viewer computer to enter patient information and print 2 label sheets for the patient/client.  Band the patient.  Place the label sheet(s) in the patient chart.  <u>Information on Labels:</u> Patient name, DOB, MRN, PHN, Gender, Encounter#	Unit Clerk
4.	Full Registration/Facesheet	Use the <a href="#">CST Downtime Label &amp; Facesheet Generator</a> program on the 724Access Viewer computer to enter patient information and print the Downtime Patient	Unit Clerk

## Registration Downtime Procedures

#	Workflow Step	Downtime Action	Role Responsible
		Facesheet. For out of country patients, fill out the <a href="#">Governing Law and Jurisdiction Form</a> .	
5.	Copy of Facesheet	Photocopy the <a href="#">Downtime Patient Facesheet</a> ; the original Downtime Patient Facesheet stays with the patient/client chart; the photocopy is provided to the clerk for data-recovery post downtime.	Unit Clerk
6.	Tracking (Registration)	Obtain a <a href="#">Downtime Registration Patient Tracker</a> from the Downtime Toolkit and apply a patient/client label to it. Place the <a href="#">Downtime Registration Patient Tracker</a> on the patient/client chart.  NOTE: All Admission/Transfer/Discharge/Provider Changes/Service Changes/Encounter Type Changes must be recorded on the <a href="#">Downtime Registration Patient Tracker</a>	Unit Clerk
7.	Notification	Notify Switchboard and Pharmacy (via phone) of new admission/transfer/discharges	Unit Clerk
8.	Unit Census	<a href="#">Patient Census by Location</a> printed in preparation for a PLANNED downtime should be maintained during a downtime.  For UNPLANNED downtime, print the unit's census from the 724Access Viewer computer at the start of the downtime and maintain during downtime.	Unit Clerk

## Laboratory Outpatients

#	Workflow Step	Downtime Action	Role Responsible
1.	Registration Activity	All registration activity that occurs over the course of a downtime must be recorded in the <a href="#">Downtime</a>	Laboratory Clerk

## Registration Downtime Procedures

#	Workflow Step	Downtime Action	Role Responsible
		<a href="#">Registration/ADT Activity Log</a> on each unit.	
2.	Outpatient Client/Patient arrives in the lab	Search for the patient in the 724Access Downtime Viewer® to see if there is an existing MRN and Encounter number.  If the patient has an existing lab recurring encounter, use the MRN and encounter number if it exists.	Laboratory Clerk
3.	New Outpatients MRN Assignment – Cerner is down	If the patient is not found in the 724Access Downtime Viewer®, search for the patient using HealthNet. Refer to the <a href="#">quick reference guide for looking up Cerner MRNs using HealthNet</a> available on the 724Access Viewer computer (DOWNTIME\Registration documents folder). Note that the CST Cerner MRN is listed as “VPP_CER” in the Source ID section.  If no existing MRN is found for patient assign a new MRN from the <a href="#">Downtime MRNs</a> available in the Lab Downtime Toolkit.	Laboratory Clerk
4.	Downtime Encounter Number – Cerner is down	If the patient has an MRN, but Cerner is down and a new <a href="#">Encounter Number</a> is required, assign the patient a new encounter number from the list of <a href="#">Downtime Encounter Numbers</a> .	Laboratory Clerk
5.	Downtime Accession Numbers – Sunquest is down	Accession numbers are assigned by Sunquest. If Sunquest is down, Sunquest downtime Accession numbers will be assigned for each Lab order. CID’s are assigned for each tube or sample.	Laboratory Clerk
6.	Labels – Cerner down, Sunquest up	Use Sunquest Specimen Labels. Alternatively, use <a href="#">CST Downtime Label &amp; Facesheet Generator</a> program on the 724Access Viewer workstation to enter patient information and print a label sheet(s) in conjunction with Sunquest Specimen Downtime Labels for the <a href="#">Downtime Patient Facesheet</a> , Sunquest CID tracking/resulting forms and the specimen containers	Laboratory Clerk

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 7 of 17
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

## Registration Downtime Procedures

#	Workflow Step	Downtime Action	Role Responsible
7.	Other downtime forms	For out of country patients, fill out the <a href="#">Governing Law and Jurisdiction Form</a> .	Laboratory Clerk

### Medical Imaging Outpatients

#	Workflow Step	Downtime Action	Role Responsible
1a	Client/Patient arrives in the Medical Imaging for Appointment	<p>All registration activity that occurs over the course of a downtime must be recorded in the <a href="#">Downtime Registration/ADT Activity Log</a> for each department.</p> <p>Record patient information on the <a href="#">Downtime Registration Patient Tracker</a> (If the chartlet accompanies the patient from an inpatient unit).</p> <p>If the patient has an existing pre-admission, use the MRN and Encounter number from the pre-admission. Preadmissions are viewable in the 724 Access Downtime Viewer® application.</p> <p>Add MRN, Encounter number, and Appointment Date and Time on the <a href="#">Downtime Requisition</a>. The <a href="#">Downtime Label &amp; Facesheet Generator</a> in step 3 generates a full sheet of labels.</p>	Medical Imaging Clerk
1b	MRN Assignment for walk-ins	<p>If the patient is not found in the 724Access Downtime Viewer®, search for an existing MRN for the patient in HealthNet. Refer to the quick reference guide for looking up Cerner MRNs using HealthNet available on 724Access Viewer workstations. Note that the CST Cerner MRN is listed as “<b>VPP_CER</b>” in the Source ID section.</p> <p>If no existing MRN is found for the patient assign a new MRN from the <a href="#">Downtime MRNs</a> available in the Medical</p>	Medical Imaging Clerk



## Registration Downtime Procedures

#	Workflow Step	Downtime Action	Role Responsible
		Imaging Downtime bin.	
2.	Downtime Encounter Number for walk -ins	Obtain an Encounter Number from the list of <a href="#">Downtime Encounter numbers</a> available in Medical Imaging Downtime bin.	Medical Imaging Clerk
3.	Full Registration/ Facesheet	Use the <a href="#">CST Downtime Label &amp; Facesheet Generator</a> program on the 724Access Viewer computer print the <a href="#">Downtime Patient Facesheet</a> .  For out of country patients, fill out the <a href="#">Governing Law and Jurisdiction Form</a> .	Medical Imaging Clerk
4.	Labels	Use <a href="#">CST Downtime Label &amp; Facesheet Generator</a> program on the 724Access Viewer computer to enter patient information and print 2 label sheet(s) Labels for the <a href="#">Downtime Patient Facesheet</a> , if necessary.	Medical Imaging Clerk
5.	Complete Downtime Requisition	Complete all necessary fields on the appropriate <a href="#">Downtime Requisition</a> . Add a Downtime Accession Number available in Medical Imaging Downtime Toolkit.	Medical Imaging Clerk
6.	Attach Modality specific Technologist Worksheet	Staple <a href="#">Downtime Patient Facesheet</a> , <a href="#">Downtime Requisition</a> , and <a href="#">Technologist Worksheet</a> together and give to Technologist.	Medical Imaging Clerk
7.	Contact Service Desk	If urgent faxes are received in the clinic's Work Queue Monitor, call the Service Desk to make a Cerner Request to forward received faxes to a local fax number.	Medical Imaging Clerk

### Ambulatory Clinics

#	Workflow Step	Downtime Action	Role Responsible
1.	Arrivals	All registration activity that occurs over the course of a downtime must be recorded in the <a href="#">Downtime Registration/ADT Activity Log</a> for each department.  Use the <a href="#">Pre-Printed Schedule</a> to document patient/client arrival.  If there is no pre-printed schedule, obtain a printed copy of the clinic patient list for the day from the 724Access	Scheduling Clerk


## Registration Downtime Procedures

#	Workflow Step	Downtime Action	Role Responsible
		<p>Viewer. This will be used to track patient attendance to clinics. The print out may be used to make annotations during a downtime; note of a patient's time of arrival, appointment status, etc.</p> <p>724Access Viewer should be accessed to view the list of outstanding individual appointments and group appointments (if applicable) remaining for the day of the downtime.</p> <p>Use the MRN and encounter number from the pre-outpatient/pre-recurring/recurring encounter, if required.</p>	
2.	Appointment Cancellations/ Modifications	For planned and unplanned downtimes, notes may be made on the paper slate or clinic patient list of any requested cancellations, no-shows, modifications, reschedules or future appointment requests. When the system is available, these changes should be made in the Scheduling Book.	Scheduling Clerk
3.	Patient Documentation	Patient information can be accessed via a 724 viewer computer. Any new information gathered via phone, can be documented using the <a href="#">CST Downtime Label &amp; Facesheet Generator</a> in Stepdocumented in the appropriate area.	Pre-Registration Clerk
4.	New Patients/Clients (Walk-in patients)	<p>If the patient is not found in the 724Access Downtime Viewer®, search for an existing MRN for the patient in HealthNet. Refer to the Quick Reference Guide for looking up Cerner MRNs using HealthNet available on 724 computer DOWNTIME\Registration documents folder. Note that the CST Cerner MRN is listed as "VPP_CER" in the Source ID section. If no existing MRN is found for patient call the Central Reception Clerks to get downtime a MRN and Encounter number.</p> <p>Central Reception Clerks also handle RT after-hours on call patients.</p>	Scheduling Clerk
5.	Labels	Use the <a href="#">CST Downtime Label &amp; Facesheet Generator</a> program on the 724 workstation to enter patient information and print 2 label sheet(s) for the	Scheduling Clerk

## Registration Downtime Procedures


#	Workflow Step	Downtime Action	Role Responsible
		<p>patient/client. Band the patient, as needed. Place the label sheet(s) in the patient chart.</p> <p><u>Information on Labels:</u> Patient name, DOB, MRN, PHN, Gender, Encounter#</p>	
6.	Full Registration/ Facesheet	<p>Use the <a href="#">CST Downtime Label &amp; Facesheet Generator</a> program on the 724 computer to enter patient information and print the Downtime Patient Facesheet.</p> <p>For out of country patients, fill out the <a href="#">Governing Law and Jurisdiction Form</a>.</p>	Scheduling Clerk
7.	Copy of Facesheet	Photocopy the <a href="#">Downtime Patient Facesheet</a> ; the original Downtime Patient Facesheet stays with the patient/client chart, the photocopy is provided to the clerk for data-recovery post downtime.	Scheduling Clerk
8.	Contact Service Desk	If urgent faxes are received in the clinic's Work Queue Monitor, call the Service Desk to make a Cerner Request to forward received faxes to a local fax number.	Scheduling Clerk

## Registration Recovery Procedures

	<p><b>NOTE:</b></p> <p>Once the system is restored, all client activity <b><u>must be</u></b> entered into the registration system retrospectively using the Downtime Conversation in Cerner. All transactions that occurred during downtime (e.g. Admissions, Transfers, Discharges) must be entered in sequence and back dated/timed to ensure the timing of transaction matches with what was recorded on the <a href="#">Downtime Registration Patient Tracker</a> in the patient chart and <a href="#">Downtime Registration/ADT Activity Log</a> kept on the units/departments.</p> <p><b>DO NOT use normal conversations</b> for back entry of new registrations done during downtime as doing so will result in the assignment of a duplicate MRN and therefore a duplicate patient/client record. <b>USE THE DOWNTIME CONVERSATIONS</b> to enter registration information back into Cerner for all new MRNs &amp; encounters assigned during downtime.</p>
---	---

# Registration Downtime Procedures

## Inpatient Units

	<b>NOTE:</b> All discharges, transfers and physician/service changes must be completed PRIOR to reconciling admissions in order to ensure the bed is available for the admission.
---	--

#	Workflow Step	Downtime Action	Role Responsible
1.	If Downtime MRN was assigned to patient/client	<p><b><u>This step only applies if the downtime MRN was assigned at the inpatient unit.</u></b> Add patient to Cerner using the 'Downtime Add Person' Conversation. Manually enter the downtime MRN.</p> <p><b>NOTE:</b> This must be done PRIOR to using the 'Downtime Add Encounter' Conversation (Step 2)</p> <p><b>**If duplicate MRN is found for patient continue to Register the patient using the Downtime MRN and inform the and the Data Quality team (RSDQ) need to write out this acronym and add how they inform this team e.g. phone call etc.) team that a merge needs to occur for the Patient/Client</b></p>	Reg clerk or Unit Clerk
2.	Entry of New Inpatient Encounters	<p><b><u>This step only applies if the downtime Encounter # was assigned at the inpatient unit.</u></b> 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 <a href="#">Downtime Registration/ADT Activity Log</a></p>	Reg clerk or Unit Clerk
3.	Update existing Inpatient Encounter	Use the <a href="#">Downtime Registration/ADT Activity Log</a> , <a href="#">Downtime Registration Patient Tracker</a> , <a href="#">Downtime Patient Facesheet</a> to update existing pre-inpatient/inpatient encounter for any Admission/Transfer/Discharge/Provider Changes/Service Changes/Encounter Type Changes.	Unit Clerk
4.	Labels and Facesheet	Print and replace labels on patient armband, as needed. Re-print facesheet, as needed.	Reg clerk or Unit Clerk

## Registration Downtime Procedures

**NOTE:** Attending provider changes, Service changes, and Encounter Type changes must be entered into the system using the normal steps. Date/time of these transactions cannot be modified, hence the last attending provider, medical service and encounter type must be captured.

### Laboratory Outpatients

#	Workflow Step	Downtime Action	Role Responsible
1.	If Downtime MRN was assigned to patient/client	<p><b><u>This step only applies if the downtime MRN was assigned during downtime.</u></b> Add patient to Cerner using the 'Downtime Add Person' Conversation. Manually enter the downtime MRN.</p> <p><b>NOTE:</b> This must be done PRIOR to using the 'Downtime Add Encounter' Conversation (Step 2)</p> <p><b>**If duplicate MRN is found for patient continue to Register the patient using the Downtime MRN and inform the and the Data Quality team (RSDQ) need to write out this acronym and add how they inform this team e.g. phone call etc.) team that a merge needs to occur for the Patient/Client</b></p>	Laboratory Clerk
2.	Entry of New Outpatient Encounters	<p><b><u>This step only applies if the downtime Encounter # was assigned during downtime.</u></b> 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 <a href="#">Downtime Registration/ADT Activity Log</a> and use the information on the <a href="#">Downtime Patient Facesheet</a> to complete the registration.</p>	Laboratory Clerk
3.	Update existing Lab Recurring Encounter	Use the <a href="#">Downtime Registration/ADT Activity Log</a> and <a href="#">Downtime Patient Facesheet</a> to update lab recurring encounter in the 'Register Outpatient' conversation. Back date/time the registration date/time as appropriate.	Laboratory Clerk
4.	Labels and Facesheet	Print and replace labels as needed. Re-print facesheet, as needed.	Laboratory Clerk

### Medical Imaging Outpatients

#	Workflow Step	Downtime Action	Role Responsible
---	---------------	-----------------	------------------

## Registration Downtime Procedures

#	Workflow Step	Downtime Action	Role Responsible
1.	Contact Service Desk	If incoming faxes were re-directed to a local fax number during downtime, contact the Service Desk to receive faxes on clinic's Work Queue Monitor.	Medical Imaging Clerk
2.	If Downtime MRN was assigned to patient/client	<p><b><u>This step only applies if the downtime MRN was assigned during downtime.</u></b> Add patient to Cerner using the 'Downtime Add Person' Conversation. Manually enter the downtime MRN.</p> <p><b>NOTE:</b> This must be done PRIOR to using the 'Downtime Add Encounter' Conversation (Step 3)</p> <p><b>**If duplicate MRN is found for patient continue to Register the patient using the Downtime MRN and inform the and the Data Quality team (RSDQ) need to write out this acronym and add how they inform this team e.g. phone call etc.) team that a merge needs to occur for the Patient/Client</b></p>	Medical Imaging Clerk
3.	Entry of New Outpatient Encounters	<p><b><u>This step only applies if the downtime Encounter # was assigned during downtime.</u></b> 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 <a href="#">Downtime Registration/ADT Activity Log</a> and use the information on the <a href="#">Downtime Patient Facesheet</a> to complete the registration.</p>	Medical Imaging Clerk
4.	Update existing Pre-Registered Encounter	Use the pre-printed clinic list to update the appointment statuses as applicable. Use the <a href="#">Downtime Registration/ADT Activity Log</a> and <a href="#">Downtime Patient Facesheet</a> to update existing pre-outpatient/pre-recurring/recurring encounter in the 'Register Outpatient' conversation. Back date/time the registration date/time as appropriate.	Medical Imaging Clerk
5.	Labels and Facesheet	Print and replace labels as needed. Re-print facesheet, as needed.	Medical Imaging Clerk

# Registration Downtime Procedures

## Ambulatory Clinics

#	Workflow Step	Downtime Action	Role Responsible
1.	Contact Service Desk	If incoming faxes were re-directed to a local fax number during downtime, contact the Service Desk to receive faxes on clinic's Work Queue Monitor.	Scheduling Clerk
2.	If Downtime MRN was assigned to patient/client	<p><b><u>This step only applies if the downtime MRN was assigned during downtime.</u></b> Add patient to Cerner using the 'Downtime Add Person' Conversation. Manually enter the downtime MRN.</p> <p><b>NOTE:</b> This must be done PRIOR to using the 'Downtime Add Encounter' Conversation (Step 3)</p> <p><b>**If duplicate MRN is found for patient continue to Register the patient using the Downtime MRN and inform the and the Data Quality team (RSDQ) need to write out this acronym and add how they inform this team e.g. phone call etc.) team that a merge needs to occur for the Patient/Client</b></p>	Scheduling Clerk
3.	Entry of New Outpatient Encounters	<p><b><u>This step only applies if the downtime Encounter # was assigned during downtime.</u></b> 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 <a href="#">Downtime Registration/ADT Activity Log</a> and use the information on the <a href="#">Downtime Patient Facesheet</a> to complete the registration.</p>	Scheduling Clerk
4.	Update existing Pre-Registered Encounter	Use the pre-printed clinic list to update the appointment statuses as applicable. Use the <a href="#">Downtime Registration/ADT Activity Log</a> and <a href="#">Downtime Patient Facesheet</a> to update existing pre-outpatient/pre-recurring/recurring encounter in the 'Register Outpatient' conversation. Back date/time the registration date/time as appropriate.	Scheduling Clerk
5.	Labels and Facesheet	Print and replace labels as needed. Re-print facesheet, as needed.	Scheduling Clerk

## Site Specific Practices

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 15 of 17
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

## Registration Downtime Procedures

- Currently only validated for Vancouver Cancer Center

### Related Documents and References

#### Related Documents

- None to date

#### References

#### Appendices

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 16 of 17
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				



# Registration Downtime Procedures

**\*\*Last page of document\*\***

<b>First Issued:</b>	7-JUN-2021		
<b>Approving Body:</b>	Multidisciplinary. Audrey Barry – HIM Regional Manager. BC Cancer Abel Mutize – Manager of Health Records Management, VCC Caroline Moffatt – Supervisor Health Records, VCC		
<b>Final Sign Off:</b>	<b>Name</b>	<b>Title</b>	<b>Date Signed</b>
	Multidisciplinary	Aneil Dhaliwal	6-JUN-2021
<b>Developed By:</b>	<b>Name</b>	<b>Dept.</b>	<b>HO</b>
	Aneil Dhaliwal	BC Cancer Project Manager	PHSA
	Karin Eyres	CST Project Manager	CST
<b>Owner(s):</b>	Aneeta Kassam	Center Services Manager	
	Steven Brown	Clinical Informatics Director	
<b>Posted Date:</b>	7-JUN-2021		
<b>Version:</b>	1.0		
<b>Revision:</b>	<b>Name of Reviser</b>	<b>Description</b>	<b>Date</b>
			DD-MMM-YYYY