DOWNTIME RECOVERY PROCEDURES

POLICY:

To provide written guidelines for registering patients, ordering lab and/or diagnostic tests, entering charges and other pertinent information when the Electronic Health Record (EHR) system is unavailable.

Registration

The EHR will be considered to be "down" for the purposes of registration when:

- EHR registration functions are not possible on all or a majority of the terminals in a registration area for 10 or more minutes, OR
- system response times during registration are excessively delayed and patient care is impacted

When either of these conditions are met, registrations shall be performed manually according to the guidelines of this policy.

1. **Computer Services' Help Desk** (ext. 55470/Option 2) shall be immediately contacted if downtime procedures are implemented due to slow system response times.

2. Refer to your department specific **Business Continuity Access (BCA**) or Downtime Binder which is located next to the designated "downtime" computer.

3. **Support Read Only (SRO**) is a read only version of your electronic health record system. The Read Only icon will be used in the case of a *planned* downtime.

4. A **Hyperspace Read Only** icon has been placed on most workstations. If this icon is not on the workstation during the downtime, reboot the workstation. If the icon does not appear after a reboot, please contact the Help Desk and/or move to another workstation where the icon exists.

5. All patients who present for registration for clinic-based appointments or services shall be checked against any available patient identification information including clinic appointment list, appointment notice, to determine if the patient has an existing medical record number.

6. Document the patient demographic, insurance information and emergency contact on a Patient Information Form.

7. If appropriate, the patient shall be asked to sign the General Consent to Treatment Form and Acknowledgment of Receipt of Notice of Privacy Practices. If the patient has Medicare coverage, please complete a manual Medicare Secondary Payor Questionnaire (MSPQ).

8. Co-payments, deposits and/or deductibles shall be collected if appropriate and documented on manual ledger board.

9. If the EHR is unavailable, the patient's registration form will not be generated. The Registration Staff will provide the clinic/area with the patient's information including name, medical record number, downtime account number, and date of birth to verify that the patient has been manually registered. If available, a patient label sheet will also be provided which contains the following information:

   a) medical record number
   b) downtime CSN (account) number
   b) name
   c) date of birth
   d) sex

10. Keep copies of all information obtained together for entry into EHR system when the system downtime ends.

11. Once the Downtime has ended, the system will be put into **Downtime Recovery Mode** (by a member of the ADT Team). A notification will be sent out that Downtime Recovery mode has been initiated and users with the appropriate security proceed with assigning Downtime MRN's and CSN's. Please refer to Downtime Recovery Mode (User's Guide) for instructions.

BCA Computer

1. All staff will be in-serviced annually on Pelican Planned/Unplanned Downtown Procedures as outlined in the BCA Downtime Procedure Manual kept by the BCA Computer(s) in the various clinic settings.

2. The Clinic Supervisor or Designee will complete the BCA Downtime checklist weekly and submit a copy to ACD Administration monthly. See the next page for the BCA Computer Checklist.

BCA Computer Checklist

Date	Computer Host Name	List Other Department/Units whose reports are on your BCA	Current Visit Summary Report (Encounter Information, Problem List, Medications, Allergies, etc). Yes/No	Current DAR Report Present Yes/No/NA	Able to Print All 2 Reports (DAR and Visit Summary) Yes/No	Comments

Ordering/Submitting Lab Specimens

1. Manual lab requisitions shall be utilized when requesting lab and/or submitting lab specimens. Each area shall maintain an adequate supply of manual lab requisitions which may be obtained from the General Service Store.

2. If unable to obtain a manual lab requisitions for a ***specific*** lab tests, a miscellaneous lab requisition shall be utilized.

3. All manual lab requisitions shall contain the following information:

   - Patient's Medical Record Number
   - Patient's Complete Name
   - Patient's Date of Birth
   - Manual Account Number
   - Lab Test Ordered
   - Specimen Type (blood, urine, etc.)
   - Ordering Physician's First and Last Name and/or Code
   - Priority Code (Stat, ASAP, Routine)
   - Clinic Location/Phone Number
   - Staff's initials, date, and time of specimen collection included on label

   Note: If blood bank, please include typenex number and number of units

4. All laboratory orders and results that were entered into the lab system from the manual requisitions will be transmitted to the EHR system once it becomes operational.

Ordering Radiology Tests

1. Manual radiology requisitions shall be utilized when requesting radiology exams. Each area shall maintain an adequate supply of manual radiology requisitions which may be obtained from the General Service Store.

2. All manual radiology requisitions shall contain the following information:

   - Patient's Medical Record Number
   - Patient's Complete Name
   - Patient's Date of Birth
   - Manual Account Number
   - Radiology Exam Ordered
   - Brief Medical History
   - ICD-9 Code (if possible)
   - Ordering Physician
   - Clinic Location/Phone Number

3. Radiology personnel shall be responsible for contacting the ordering clinic to enter manual information into the EHR system once it becomes operational as needed.

Ordering Medical Records

1. Phone requests shall be made to the Health Information Management (HIM) Department at extension 55981 (Hospital) or 3-2580 (ACD).

2. The caller shall provide HIM staff with the following information:

   - Patient's Medical Record Number
   - Patient's Complete Name
   - Chart Volume (if applicable)
   - Requesting Location and Phone Number

Scheduling Appointments

1. Patients shall be given appointments utilizing a manual appointment card. The scheduling area shall maintain a manual log of all appointments given; these appointments shall be entered into the system within 24 hours after it becomes operational.

2. If unable to schedule a manual appointment, the patient's address and phone number will be obtained/verified and the patient will be informed that an appointment will be mailed.

Entering Charges

1. Each area responsible for entering patient charges shall maintain a copy of the charge sheet until the system is operational.

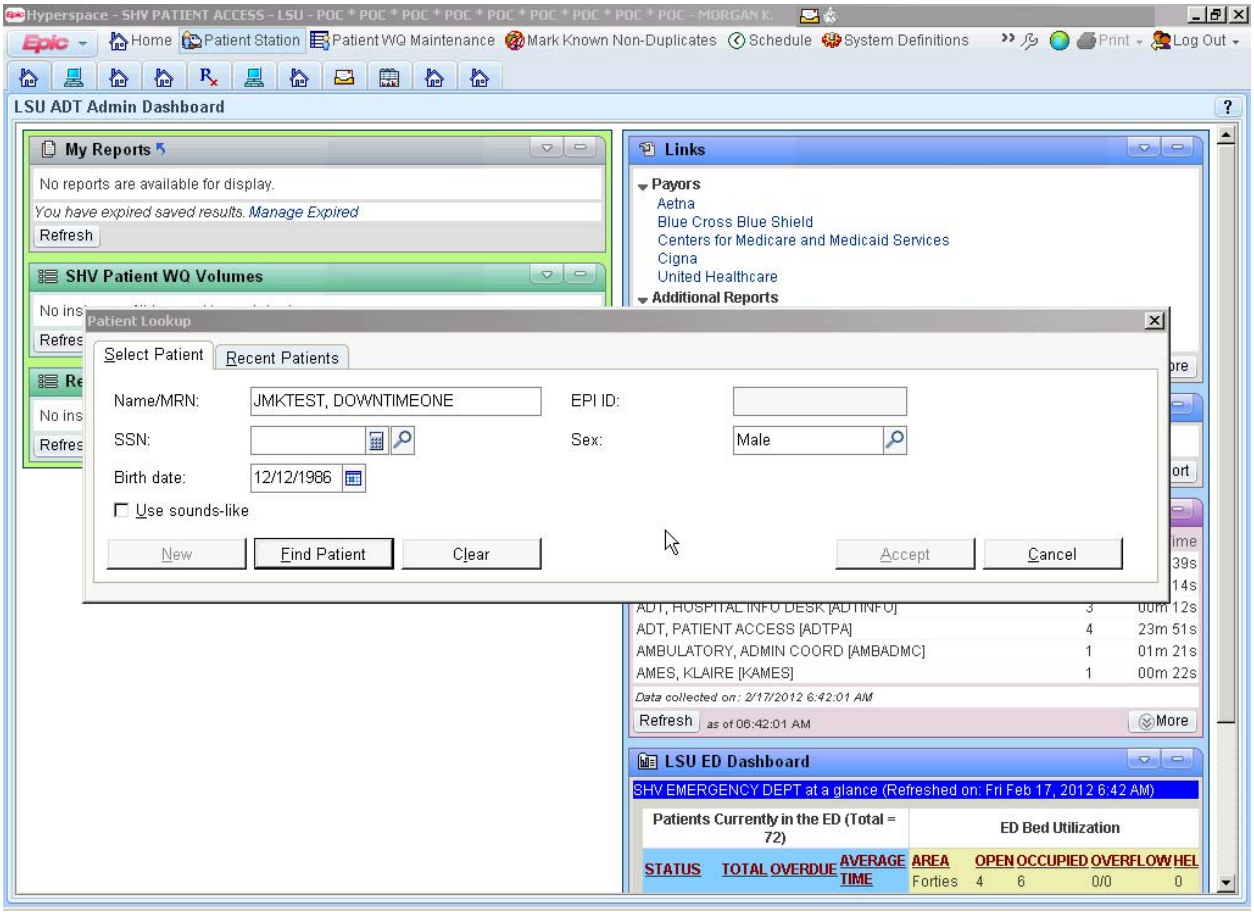
2. All charges must be entered into the EHR system when the system becomes operational (within 24 hours).

Downtime Recovery Mode (User's Guide)

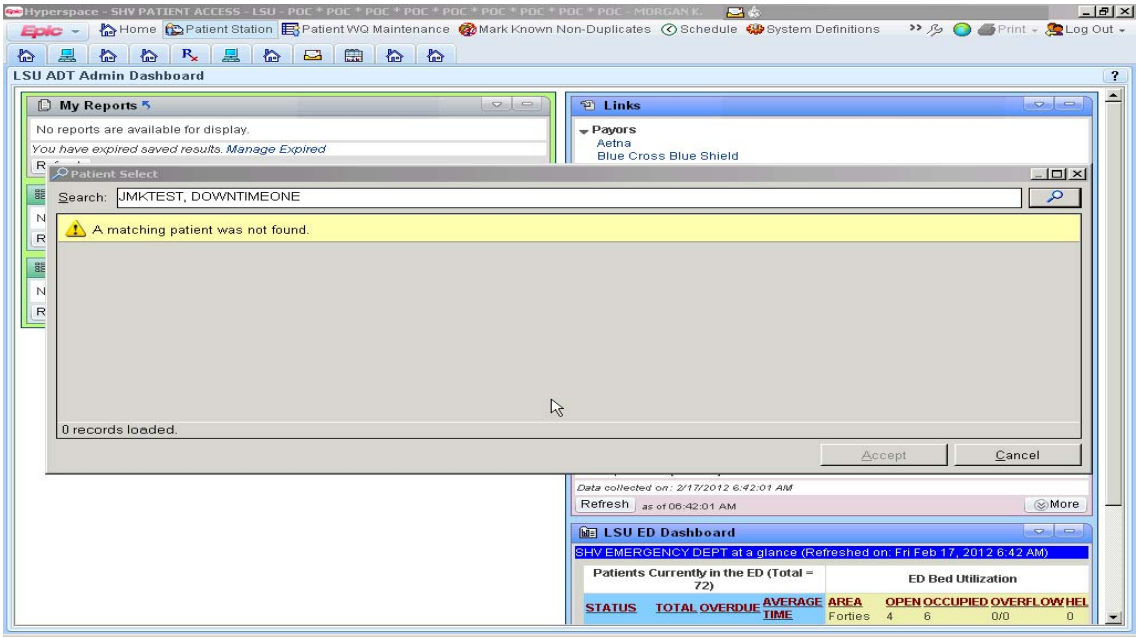
- Downtime MRN's are assigned to new patients, those that previously had no MRN in Epic.
- Downtime CSN's are assigned to all patients that had a contact during the Downtime

Downtime MRN's

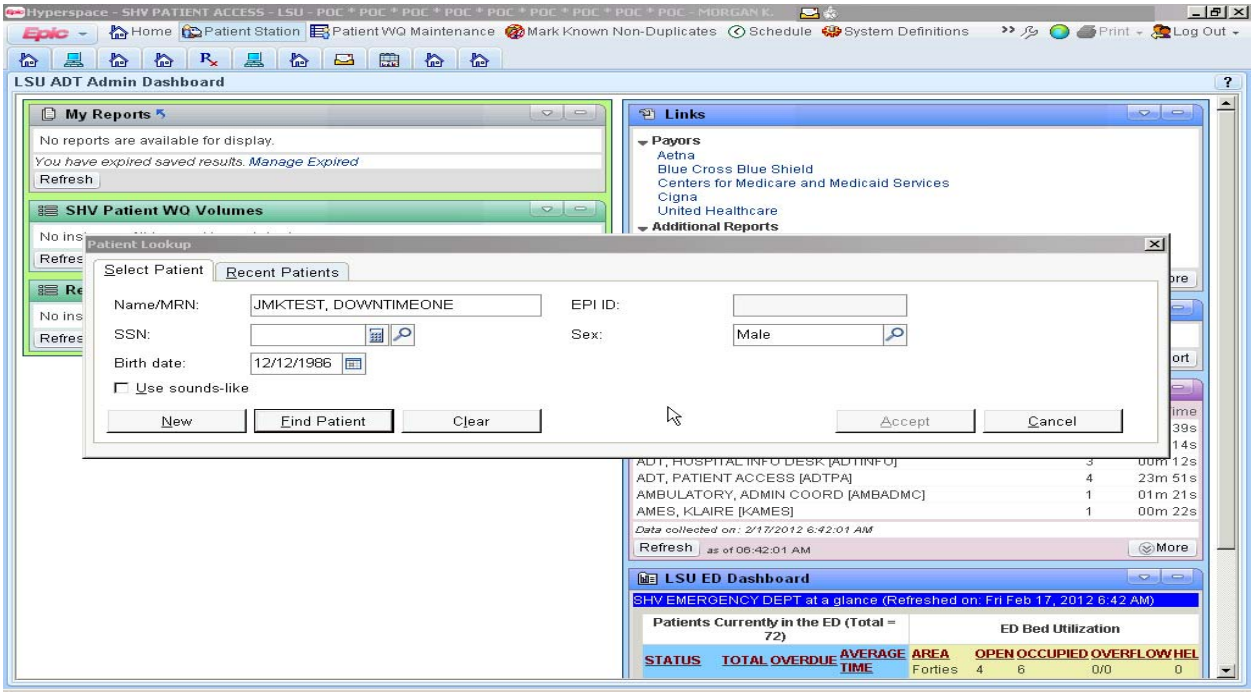
Go to the patient lookup window (available through Patient Station and other functions) and enter as much information on the patient as you have (Name, SSN, Sex, Birth Date) and click Find Patient:



For entering <u>new</u> patients you created during Downtime that are not currently in Epic you will receive the message ‘patient not found’:

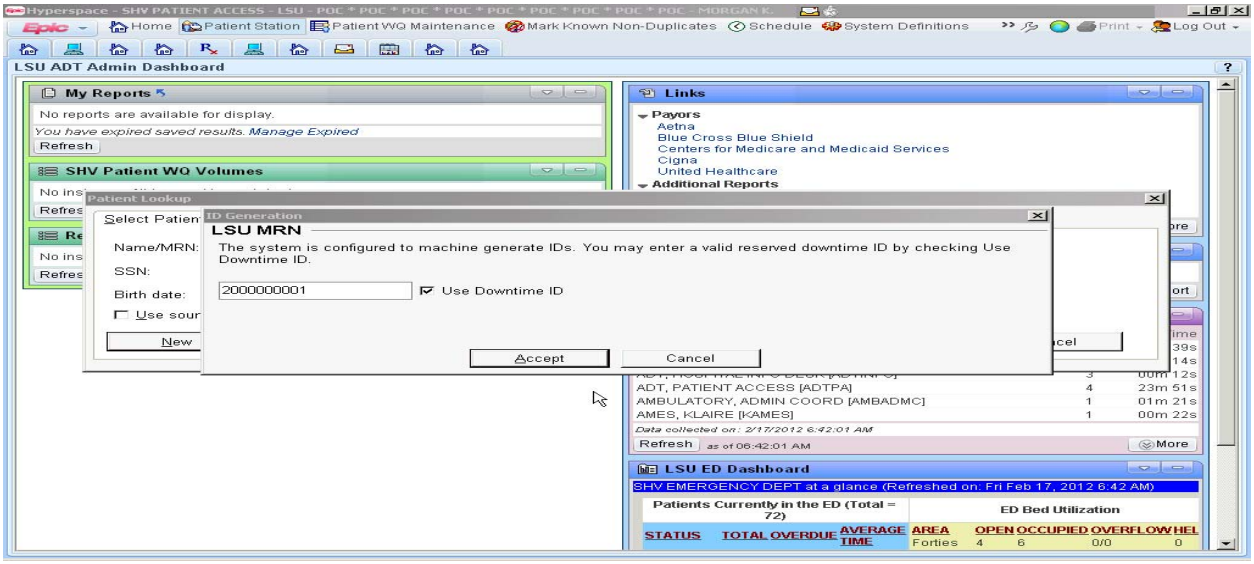


Click Cancel and you will return to the patient lookup window and click "New"



During Downtime Recovery Mode the "ID Generation" window appears and you may enter an LSU MRN from the Downtime MRN's list you were issued.

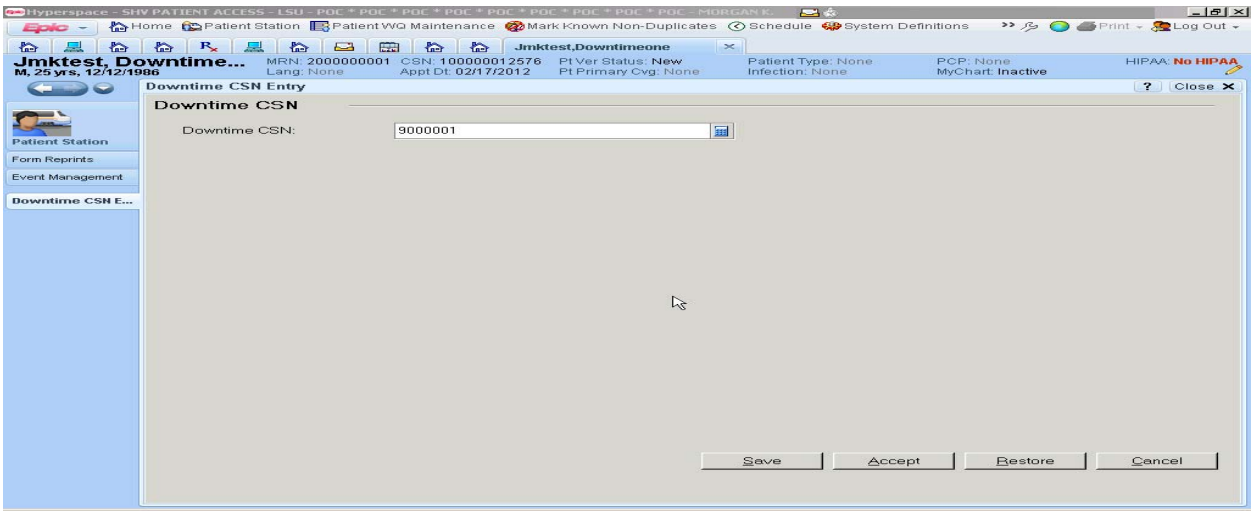
- Note - Be sure the 'Use downtime ID' box is checked.



Click "Accept" and you have created the patient record in Epic with the Downtime MRN assigned.

DOWNTIME CSN's

Next, navigate to the "Downtime CSN" option which should be available to you in the drop down list options or extensions when you go to the EPIC button in the upper left of the window.
Click "Downtime CSN" and the patient lookup window appears. Select your patient (new or existing patient that had a contact during the downtime) and the following window appears:



Enter the Downtime CSN (using the number entry pad icon on the right side of the CSN number field.
Click "Accept".
Now if you go to the Registration function you will see the Downtime MRN and the Downtime CSN that you assigned in the Patient Header.
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