



Downtime Planning for Medical Leaders

This resource document has been created to support Medical Leaders, for their awareness and involvement in planning and support of Connect Care downtime.

What is Downtime?

“Downtime” is a commonly used term to describe the situation that occurs when a computer system is not available for use. There are two types of Connect Care downtimes:

- **Scheduled:** A controlled event that occurs to allow for hardware and/or software changes. There is significant planning and advanced notification for these events.
 - Notification of scheduled downtimes are sent via email, the [Connect Care Bytes Blog](#) and/or login message approximately 2 to 3 days in advance when possible, and again 24 hours before the planned downtime.
 - System Alerts are sent at 1-hour, 15-minute, 5-minute and 1-minute intervals prior to downtime. The alert includes details and instructions for downtime preparation and logoff.
- **Unscheduled:** Not a planned event; usually occurs because the system has identified a significant problem and brought the system down automatically, or IT has brought the system down to correct an immediate problem.

Preparing for Downtime

It is important that Medical Leaders work with their local operations counterparts to ensure that their area of responsibility (i.e., department/division/site) is prepared for Connect Care downtime. Preparation activities should include:

- Awareness of local downtime processes.
- Ensuring that physician/prescriber downtime resources are included as part of the local processes.
- Ensuring that there is a process to notify your team of upcoming scheduled downtimes.
- Informing and preparing your colleagues regarding local downtime planning, resources and responsibilities.

Resources

The following resources have been created to support downtime procedures:

- **Tip: Downtime Essential for Prescribers** – A quick resource outlining key activities before, during and after downtime.
- **Flow: Downtime for Physicians** – Outlines activities for accessing charts, documenting and ordering during downtime, as well as reconciliation activities required after downtime.
- **Connect Care Manual: Downtime Procedures** – Provides additional resources for prescribers and Medical Leaders.
- **Insite: Connect Care Downtime & Recovery Procedures** – Provides access to a comprehensive catalogue of organizational downtime resources.
- **Reference: Connect Care Downtime Procedures Manual** – Provides comprehensive guidance.

The following resource has been created to support preparation of your colleagues for downtime:

- **Template: Connect Care Downtime Presentation** – This PowerPoint provides an overview of downtime activities, including placeholders to add information about local downtime processes.

More Information

If you have questions or require additional support, please contact your Zone ACMIO team or reach out to us at help.cmio@ahs.ca.