The Inpatient Prescriber's Role at Cutover – Launch 5, Sunrise Clinical Manager (SCM) Sites

What is "cutover"?

Cutover is a process through which key pieces of information about admitted patients are entered into Connect Care prior to launch. Cutover includes both technical and clinical elements.

The primary concern for prescribers will be the management of medication and non-medication orders, and the translation of important information about patients' clinical status from legacy systems to Connect Care.

What is the prescriber's role for inpatient cutover?

Prescribers will be asked to complete four primary tasks for all inpatients as part of the cutover process. These occur in the pre-launch (November 3–5, 2022) and post-launch (November 6–7, 2022) periods.

Pre-Cutover/Pre-Launch

Reviewing and cleaning up patient orders (removing "stale" or outdated orders) prior to starting cutover tasks will simplify the work required.

1. **Medication Orders**: Prior to medications being cutover into Connect Care by the pharmacy team, prescribers must review current medication orders. This must be completed 72 hours prior to launch. The medication orders will be active in Connect Care at launch (05:00 on November 6). Do not enter routine medication orders into Connect Care prior to launch; all medication orders entered in legacy systems prior to pharmacy closure will be cutover by the pharmacy team.

2. **Non-Medication Orders**
   - *Cutover Non-Medication Orders Report*: 4 days prior to launch, prescribers need to review and confirm the orders in SCM. A report will be pulled from SCM reflecting cutover orders for the cutover teams to enter into Connect Care. To ensure accuracy and completeness, this report **must** be reviewed and signed by the prescriber.
   - An NICU-Specific Report is not available from SCM. The paper Cutover Orders Form must be used and will be available on unit.

3. **Best Possible Medication History (BPMH)**: Prescribers must review/complete and sign the current paper Admission BPMH/Medication Reconciliation form if this was not already completed on admission, to ensure teams can input the information into Connect Care.
   - Tip: Medication Reconcilliation at Cutover

Post-Cutover/Post-Launch

4. **Order Validation, Update in Connect Care**: After launch (05:00 on November 6), prescribers must review their patients' medication and non-medication orders in Connect Care, verifying that orders accurately reflect what was intended in steps 1 and 2 above. Orders will already be active in Epic and will not need to be "signed", only reviewed. Corrections and additions should be entered as modified or new orders. Only one-time lab orders required in the first 24 hours post-launch are cut over; ensure repeating lab orders are entered into Connect Care post-launch.This review need not take place at launch, but should be completed as soon as possible to ensure safe and comprehensive patient care.

   Units will print Downtime Reports at 23:00 on November 5, and the reports will be retained on the patient's chart. This report should be used to compare orders entered by the cutover team and enter additional orders not yet in the system.

Patient List Management

For first use of the system, patient lists will have to be created by teams. Prescribers should ensure they have an up-to-date patient list the day before launch (November 5) for reference when creating new lists in Connect Care. Teams will have to create *provider-specific and specialty lists* by finding their patients on the individual units throughout the hospital. After this initial list is created, it will remain in Connect Care for future use. Teams are encouraged to have a designate identified prior to launch to manage this.

What if the orders change in the 48–72 hours prior to launch?

Medication Orders

Changes to medication orders follow your normal legacy processes up until site-specific pharmacy closing time on November 5 (see "Pharmacy Closures and Order Entry" section below). The latest prescribers can update medication orders using this legacy process corresponds with the respective site's pharmacy closing times on the night of launch. Any medication orders written after pharmacy closure times will need to be entered into Connect Care after launch.

Non-Medication Orders

Any non-medication cutover order changes required in the 72 hours prior to launch can be updated on the Non-Medication Orders Report or within SCM up until the entering of those orders into Connect Care is complete; a comment will be entered that will add information to the patient header indicating orders have been entered into Connect Care. After cutover has occurred, the prescriber must enter new or changed orders into Connect Care post-launch at the time of order review.

To avoid changes being missed, prescribers are encouraged to consider whether changes to the orders can be entered post-launch. If not, it will be vitally important for those orders to be entered by the prescriber as soon as possible post-launch.

Who can help?

Any member of the professional healthcare team can assist with the cutover process, but attending medical staff have the primary responsibility for ensuring that the information provided in steps 1 to 4 above is accurate and complete.

Is there anything else I need to know?

Having to review, add and adjust orders for each of your patients the day of launch may be time consuming. Some inpatient services have chosen to schedule additional attending staff for the first day (or days) post-launch to help address these logistical concerns, while continuing to care for established and newly admitted patients.

Timelines

Starting approximately	Days from launch (November 6, 2022)	What to do
October 27	−10	Make every effort to discharge/repatriate patients as appropriate, to lessen the burden of cutover activities (ongoing). Ensure BPMH documents are present, reviewed and signed on patients who are anticipated to remain post-launch.
October 31	−6	Clean up the patients' medication lists (remove all "stale" orders).

Starting approximately	Days from launch (November 6, 2022)	What to do
November 2	−4	Complete Cutover Non-Medication Orders form on all bedded patients. Review/sign Non-Medication Orders Report.
November 3–6	−3 to −1	Assist pharmacy and nursing as required, with the interpretation and entry of complex orders (particularly important for high-risk orders such as TPN or insulin/BBIT orders).
November 5, 23:00	-1	Print an up-to-date patient list from SCM. This will assist creation of a patient list in Connect Care on November 6.
November 6, 05:00	0 to +1	Verify and update all medication and non-medication orders for admitted patients.

Pharmacy Closures and Order Entry

As per cutover process, all patient medication and non-medication orders need to be verified by prescribers within the first 24 hours post-launch, to ensure order completion and accuracy.

The window in which new medication orders would not transfer into Connect Care correlates with each site's pharmacy closure times. **Medication orders written after the pharmacy closure time of each respective site and prior to launch will need to be entered into Connect Care by the prescriber post-launch.**

Zone	Site	Pharmacy closure time before launch
Calgary	Foothills Medical Centre - Main	November 5 @ 22:00 (will reopen November 6 @ 05:00)

More Information

- Manual: Cutover
- FAQ: Inpatient Prescriber's Role at Cutover (non-SCM Sites) – Launch 5
- FAQ: Long-Term Care Prescriber's Role at Cutover – Launch 5
- Tip: Medication Reconcilliation at Cutover

Additional questions can be directed to:
- General, Calgary Zone: cmio.caz@ahs.ca
- Physician/NP workflow problems: Call Helpdesk at 1-877-311-4300 (#1 for Connect Care) or submit a ticket at help.connect-care.ca

Alberta Health Services