



FAQ – Downtime for Physicians

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What’s the bottom line?

- A [1-page tip sheet](#) summarizes what physicians need to know about downtime procedures.

What types of downtimes are there?

- **Scheduled** and **unscheduled** downtimes of the Connect Care “Production” (PRD) clinical information system (CIS) can affect clinical care and are the focus of this FAQ. Downtimes can also occur for non-production environments (e.g., training, sandbox) but should not affect clinical practice.
- **Scheduled** downtimes are planned and occur at a known time. They are usually controlled, and durations are accurately predicted.
 - Notification of scheduled downtimes will be sent via email, blog and/or logon message approximately 2 to 3 days in advance when possible, and again 24 hours before the planned downtime.
 - System Alerts will be sent at 1-hour, 15-minute, 5-minute and 1-minute intervals prior to downtime. The alert will include downtime details and instructions for downtime preparation and logoff.
- **Unscheduled** downtimes are not planned or expected. It is not normally possible to provide advance notification.

What levels of downtime are there?

Level 1	Level 2	Level 3	Level 4
Unplanned Connect Care and network or power outage or Data Center unavailable	Unplanned Connect Care production or shadow server or network down	Planned Connect Care production server down	Ancillary systems or interfaces down



When do scheduled downtimes happen?

- Updates to the Connect Care integration engine (Epic Systems software) will occur up to 4 times a year.
- Updates or patches to the server computers that host Connect Care may be applied during monthly times set aside for possible updates.

How long can a downtime last?

- The cause of the downtime can impact how long it may last. Quarterly updates typically take less than 2 hours.
- Unscheduled downtimes can be unpredictable in length.

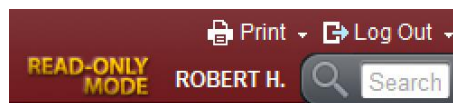
What tools are available to support downtime clinical work?

- A scheduled downtime takes Connect Care PRD offline for a short time. During this time, a “Support Read Only” (PRDSRO) CIS environment remains available. This provides a read-only view of patient chart information as of the start of the downtime.



PRDSRO

The primary tool for care continuity during a downtime is PRDSRO. This can be launched and logged on with AHS Healthy user ID and password credentials. That one is in a non-production environment is clear from the dark red CIS header with a “Read Only” marker at the top right.



PRDSRO operates from the same AHS infrastructure as PRD, with access to a current database.

- If PRDSRO is unavailable for any reason, a basic patient information continuity is provided through a “**BCA Web**” (Business Continuity Application in the cloud) tool that operates from entirely separate servers available via the Internet. This secure, web-based utility allows users to access patient chart digests during unscheduled downtimes. The Internet must be accessible via a working network connection.



North BCA Web

- If **BCA Web** is unavailable, it is likely that a “**BCA WBE**” Web Data Entry remains operational, allowing a select group of users to update and track events such as admissions, discharges and transfers during an unscheduled downtime.
- When the Internet or Networks are compromised, workstations marked with a downtime sticker can be used to access recent chart digests for patients cared for in the vicinity of the “**BCA PC**” instance. A physically connected printer will allow printing of patient schedules, chart digests and other essential information. They will have uninterrupted power supply to ensure access in the event of power interruption.



		Connection method				
		Hyperspace	SRO	BCA Web	BCA Web BDE	BCA PC
Requirements	Production Server Available	X				
	Shadow Server Available	X	X			
	WAN connectivity	X	X			
	LAN connectivity	X	X	X	X	
	Standard power	X	X	X	X	
	Emergency Power					X
	Attached Printer					X

Level 4: ■ Level 3: ■ Level 2: ■ Level 1: ■

Where are paper schedules, reports, documents or order-sheets found?

- Downtime tool kits are available in all clinical practice areas. These contain paper forms appropriate for documentation and order-entry.
- Downtime tool kits are also available on the **BCA PC** in a “downtime folder” available regardless of power failure or network outage. The attached printer will allow generation of any needed forms.
- Reports and schedules can be viewed or printed from either PRDSRO or BCA tools, including inpatient and ambulatory appointments, inpatient reports and schedules.

What is expected of physicians during downtime?

- Use paper documents (downtime toolkit) provided in clinics and on inpatient units, with forms appropriate to ordering and/or charting.
- If possible, postpone any routine orders or documentation until after downtime. This will limit the amount of data-entry and reconciliation required post-downtime.
- If documentation is essential during the downtime, consider use eScription (provincial dictation system).
- Avoid documentation of procedure or intervention results, if possible, during downtime. If necessary, use paper forms or eScription for procedure reports.

Is dictation possible during downtime?

- If Connect Care production (PRD) is down, then in-system dictation (Dragon Medical One [DMO]) will also be down. DMO is not available in PRDSRO.
- For non-urgent documentation or procedure reports, existing eScription users can dictate through eScription.
- Providers dictating through eScription need to provide as much demographic information as is available (pMRN, CSN, patient name, DOB) when starting the dictation. The pMRN may be found in PRDSRO but the CSN (embedded dictation token) will not be known. When prompted for digital entry of pMRN and CSN during eScription log-on, it is okay to enter repeat “9” (e.g., “9999999999” for CSN).
- Following the downtime, patient demographic information will be validated and the dictation will be uploaded to Connect Care for provider review and signature. If patient demographics cannot be validated, the dictation will be held in pending status and the provider will be asked to provide more detailed demographic information following the downtime.



How are blood products requested and obtained?

- In short, physicians should revert to pre-launch practices. Write orders for any tests or administrations related to blood products in downtime order sheets so that unit clerks or nursing staff can complete the appropriate requisition.
- Communications to transfusion services will be via phone.
- Verbal orders for blood products can be given in OR settings.

Are paper versions of Ordersets available during downtime?

- Paper versions of ordersets can be printed from business continuity access computers provided in clinical settings. A short tip explains what to do:
 - **Tip: Downtime Orderset Access**

What is expected of physicians after a downtime?

- Physicians are responsible for reconciling Admission, Discharge or Visit Diagnoses that may have been missed during a downtime.
- Any downtime paper documents (e.g., History and Physical, ED Provider Note, Discharge Summaries) will be scanned to the chart by support staff.
- Any eScript documents will be linked to the chart post-downtime.
- The scanned or dictated downtime documentation may not satisfy chart-completion checks. Any physicians receiving In-Basket messages about missing chart elements (e.g. procedure report) should follow the link to the missing chart element and simply enter “.DOWNTIME” (SmartPhrase). This will complete the chart element, indicating that the content is available elsewhere in the chart. The chart element (e.g., discharge summary) can then be signed to satisfy the chart completion requirement.
- Nursing staff is responsible for reconciling any orders (with the exception of Oncology Treatment Plans) entered during a downtime. Physicians should be aware of this and consider checking the orders.

What happens to paper documents post-downtime?

- Any Downtime Toolkit forms or other paper artefacts will be kept with a downtime chart on the inpatient unit or outpatient clinic. These will be scanned into the chart by support staff.
- It is also possible for physicians to use DMO to dictate notes into the chart after a downtime.

Where can the latest downtime information be found?

Additional Resources are available on Insite, including detailed downtime FAQs for all disciplines:

- <http://ahs-cis.ca/downtime>
- or
- <https://insite.albertahealthservices.ca/cis/Page23865.aspx>

What do all those abbreviations mean?

Business Continuity Access (BCA) Report: Emergency access provided by Connect Care to allow AHS staff to do batch printing of key Connect Care reports without direct access to patient information during a server downtime. These reports contain patient information needed during a downtime.

BCA PC: If network access is not available, the BCA PC can be used to access Connect Care's BCA standalone application. This will be available on a designated downtime workstation that will be marked with a red sticker or label. There will be a BCA printer connected to this workstation.



Connect Care

Frequently Asked Questions

BCA Web: If the Connect Care and shadow servers are both unavailable or the connection to the data center is lost, users will be able to access downtime reports via the BCA WEB icons on your desktop. This requires browser access and network connection.

BCA Web Data Entry (BCA WDE): Allows select groups to document patient movements, i.e., admissions, discharges and transfers (ADT) and inpatient notes. Reduces downtime, improves quality of census and keeps census up to date.

Supports Read Only (SRO): Non-network downtime when the production environment is unavailable, users will be directed to the SRO version of Connect Care. Will be able to view the chart but will be unable to make entries into the system. Downtime charting will still be required.