



Downtime Procedures for Prescribers

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The Bottom Line

This tip sheet summarizes what prescribers need to know about downtime procedures:

- [Tip: Downtime Essentials for Prescribers](#)

What To Do Before a Scheduled Downtime

- Complete orders and documentation in the chart before downtime begins.
- Stop using Connect Care PRD (production environment) for orders 15 minutes prior to downtime, as they may not be processed.
- Ensure that appropriate forms and downtime materials are readily accessible.

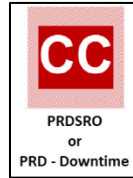
What To Do During Downtime (Scheduled or Unscheduled)

Available Tools to Support Clinical Work

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



start of the downtime. PRDSRO operates from the same AHS infrastructure as PRD, with access to a current database. Note the icon may be named “PRD – Downtime” in the desktop menu.



- PRDSRO can be launched and logged in to with AHS Healthy user ID and password credentials.
- If PRDSRO is not on your desktop, you can find it in the apps folder (if it has not been favoured).
- When you open PRDSRO, you will note that there is a “Read Only” marker in the top-right portion of the screen.



- **BCA Web:** 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 to access BCA Web.



- **BCA PC:** 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.
 - The BCA PC will generally be accessed by unit clerk/support staff. They can also be accessed by prescribers, if needed.

Documentation

- Use paper documents located in the downtime toolkit. These toolkits are available in all clinical practice areas and contain forms appropriate to ordering and documenting.
- Paper versions of order sets can be printed from business continuity access computers provided in clinical settings. This tip sheet is a good reference:
 - [Tip: Downtime Orderset Access](#)
- If possible, postpone any routine orders or documentation until after downtime. This will limit the amount of data entry and reconciliation required post-downtime.

Dictation

- When Connect Care PRD is down, the in-system dictation, Dragon Medical One (DMO), will also be down. DMO is not available in PRDSRO.
- Current eScript users can use that system to dictate non-urgent documentation or procedure reports.



- Providers dictating through eScripton need to provide as much demographic information as 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 eScripton logon, it is okay to enter repeat “9” (e.g., “9999999999” for CSN).
 - For more direction on eScripton, see [eScripton Best Practices](#), and for detailed eScripton resources, see [HIM Learning Resources: eScripton](#).
- 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.

What To Do After Downtime

Prescribers

- Prescribers are responsible for reconciling Admission, Discharge or Visit Diagnoses that may not have been entered during a downtime. It is also possible for prescribers to use DMO to dictate notes into the chart after a downtime.
- The scanned or dictated downtime documentation may not satisfy chart-completion checks. Prescribers receiving In Basket messages about missing chart elements (e.g., procedure report) should follow the link to the missing chart element and, for non-ED prescribers, simply enter “.DOWNTIME” (SmartPhrase); for ED prescribers, use the SmartPhrase “.DTNOTE”. 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

- Nursing staff is responsible for reconciling any orders (with the exception of Oncology Treatment Plans) entered during a downtime. Prescribers should be aware of this and consider checking the orders.

Support Staff

- Any downtime paper documents (e.g., History and Physical, ED Provider Note, Discharge Summaries) or other paper artefacts will be kept with a downtime chart on the inpatient unit or outpatient clinic and will be scanned to the chart by support staff.
- Any eScripton documents will be linked to the chart post-downtime.

More About Downtime

What types of downtime are there?

- **Scheduled and unscheduled downtimes** of the Connect Care PRD environment 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/posted 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 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.

When do scheduled downtimes happen?

- Updates to the Connect Care integration engine (Epic Systems software) will occur several times a year. A schedule of planned downtimes for the following year will be linked here when available.
- 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. Scheduled updates typically take less than 2 hours.
- Unscheduled downtimes can be unpredictable in length.

Clinical Considerations

How are blood products requested and obtained?

- In short, prescribers 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.
- For more information, see [Blood Transfusions Downtime Resources](#).

Cardiology

- Downtime will affect cardiac testing. A detailed guide for downtime procedures for all cardiac testing is linked below:
 - [Guide: Cardiology Downtime Resources](#)

Obstetrics

- OBIX Perinatal Interface Software is a provincial bedside solution which automates the delivery of fetal health information from the electronic fetal monitor to the electronic health record in Connect Care. A detailed guide for downtime procedures for managing OBIX patients is linked below:
 - [Reference: OBIX Perinatal Data System Downtime Resources](#)

More Information

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

- [Insite: Downtime & Recovery Procedures](#)