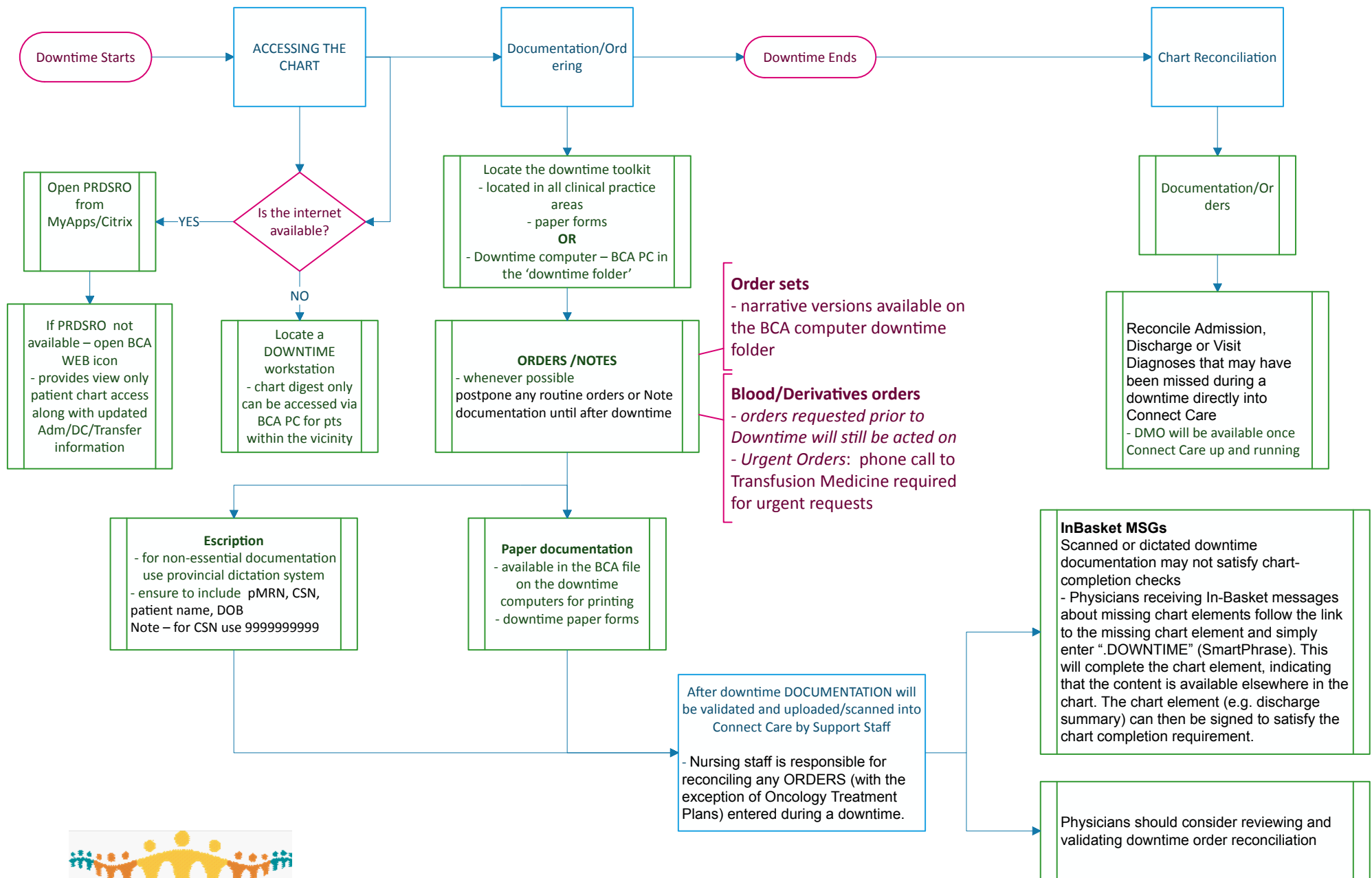


AHS CONNECT CARE PHYSICIAN DOWNTIME WORKFLOW



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.

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.