



Downtime Essentials for Physicians

Not all Downtimes are the Same

- Physicians will have notice of **scheduled** downtime (e.g. planned update) and likely impacts.
- **Unscheduled** downtime is not planned, with possible uncertainty about scope or impacts.

Downtime Tools

A number of tools are available to physicians where they work, each suited to different scenarios.



Read-only Connect Care – available in scheduled downtimes this “PRDSRO” environment accepts Connect Care userid and passwords for logon to a read-only view of current chart contents. **Netcare** should also be available, giving access to patient information.



Downtime Toolkit – available in all scenarios, the toolkit is found as a file folder on designated downtime computers (PC) in all clinical areas. It contains paper forms that can be printed for order-entry and documentation. Look for a “BCA PC Downtime” folder.



eScription – while Dragon Medical One (DMO) will not be available for in-system dictation, the provincial eScription dictation and transcription service will be available to existing users and can be used to document (provide pMRN, patient name, birthdate and 999999999 [9 repeated 10 times] for the CSN).



Business Continuity online (**BCA Web**) – logon with Connect Care userid & password for access to patient information and schedules. Workstations marked with a red sticker (**BCA PC**) can access Downtime reports through the BCA Printing Icon even if networks fail.

What to do During Downtime

1. Save all non-essential orders and documentation for entry to Connect Care post-downtime
2. Enter urgent or time-sensitive orders using (pink) order sheets from the Downtime Toolkit
3. Use eScription for care or procedure documentation that must be completed during downtime
4. Use a phone call to transfusion medicine for any urgent blood product requests during downtime

What to do After Downtime

1. Enter or update any admission, discharge, transfer or visit diagnoses related to downtime
2. Paper documents (notes, flowsheets, etc.) will be scanned to the Connect Care chart by others
3. Orders will be entered to the Connect Care chart by others. Be aware and ready to check.
4. eScription dictations will be linked to the chart after downtime.

Downtime Side-effects

Written and scanned documents, or eScription dictations, may not be recognized by Connect Care as typical charting elements (e.g., admission histories or discharge summaries). This may trigger In-Basket charting deficiency messages. If this occurs, follow the link provided in the In-Basket message to arrive at the missing chart element. Use the “.DOWNTIME” SmartPhrase to automatically generate a message that will reference the downtime and mark the chart element as complete.

For More Information

- [FAQ: Physician Downtime](#)
- [Manual: Downtime Procedures](#)