



# CONNECT CARE DOWNTIME FOR PRESCRIBERS

## What to Do Before a Scheduled Downtime

- Complete orders and documentation in the chart before downtime begins.
- Stop using PRD for orders 15 minutes prior to downtime, as they may not be processed.

## What to Do During Downtime (scheduled or unscheduled)

- Check with your unit clerk/charge nurse to confirm processes for ordering, documentation, and patient movement.
- Use paper documents provided in clinics and on inpatient units, with forms appropriate to ordering and/or charting.
- Postpone, if possible, routine orders or documentation until after downtime. This will limit the amount of data-entry and reconciliation required post-downtime.
- **Orders:** Use paper order sheets for essential orders during downtime.
- **Documentation:** Use paper forms or eScripton for essential documentation for procedures or intervention results and reports.

## Access to Connect Care During Downtime



- **PRDSRO:** A read-only view of current chart contents. Log in with your usual username and password.
- **BCA Web:** Used by staff to access information of admitted patients (patient lists, reports, labels).
- **Netcare:** Should also be available, giving access to patient information.

## What to Do After Downtime

- Prescribers are responsible for the following activities for any patient admission, transfer, or discharge:
  - Updating the Problem List
  - Completing medication reconciliation
  - Entering admission, discharge, or visit diagnosis
- Support staff will scan to the chart paper documentation created during downtime, eScripton documents will be linked to the chart post-downtime.
- Nursing staff is responsible for reconciling orders that were written during downtime (with the exception of Oncology Treatment Plans). Prescribers should be aware of this and consider checking the orders.
- Prescribers receiving In Basket messages about missing chart elements should follow the link to the missing chart element and, for non-ED prescribers, 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.

[Link to additional  
downtime information](#)

