 Extraordinary Caring. Every Person. Every Time.		NAME: HIS Downtime Policy & Procedure	
CLASSIFICATION:	HIS	DOCUMENT TYPE	Policy & Procedure
SECTION	HIS	EFFECTIVE DATE: (DD/MM/YYYY)	08/11/2024
APPROVED BY EVP, Patient Experience & Integrated Care		END DATE (DD/MM/YYYY)	08/11/2027
		DOCUMENT ID	

Table of Contents

1.0 Purpose 2

2.0 Scope..... 2

3.0 Policy..... 2

4.0 Materials 2

5.0 Procedure - Planned or Unplanned Downtime..... 2

 5.1 Notification of a Downtime..... 2

 5.2 Log in to 724 Downtime Computer and 724Access Viewer..... 2

 5.3 Paper-Based Operations and Documentation 3

 5.4 HIS Recovery and Patient Information Re-Entry..... 4

 5.5 Post-Downtime Debrief 5

6.0 Definitions..... 5

7.0 Appendices..... 5

8.0 Related Documents..... 6

9.0 References 6

Appendix A – Unplanned Downtime Flow Chart 7

Appendix B – Planned Downtime Flow Chart..... 8

Appendix C – CyberArk Instructional Guide..... 9

Appendix D – 724 Downtime Computer User Guide 10

Appendix E – Emergency Fail Safe Phone Location 12

1.0 Purpose

To provide guidance for the continuity of care during a planned or unplanned downtime of Niagara Health's (NH) and Hotel Dieu Shaver's (HDS) Hospital Information System (HIS).

2.0 Scope

Applies to all staff and affiliates of NH and HDS, and all NH/HDS facilities equipped with "724 Downtime Computers".

3.0 Policy

To provide direction to NH and HDS staff and Physicians during a planned or unplanned downtime of the HIS in order to support the continuity of essential patient care.

4.0 Materials

N/A

5.0 Procedure - Planned or Unplanned Downtime

5.1 Notification of a Downtime

5.1.1 Planned Downtime: The NH ICT Service Desk will be responsible for notifying all NH and HDS staff and Physicians of a planned HIS downtime at least 48 hours in advance. The notification will be issued via email and will include the purpose of the downtime, the services impacted, the start date and time of downtime, the end date and time of the downtime, and the anticipated duration of the downtime.

5.1.2 Unplanned Downtime: The NH ICT Service Desk will activate a Code Beige that will be communicated via the Resource Centre through overhead paging and email.

5.2 Log in to 724 Downtime Computer and 724Access Viewer

5.2.1 Each unit/clinical area has a dedicated 724 Downtime Computer which has the 724Access Viewer for in-patient and out-patient information. Users will be required to sign in to the 724 Downtime Computer and associated 724Access Viewer application using the following unique login credentials.

- **724 Downtime Computer:**
 - Username: **.\DowntimeUser**
 - Password: The 724 Downtime Computer password is to be retrieved from CyberArk. All NH and HDS Managers, Directors, Executive Vice President's, and Risk On-Call team members have credentials to access CyberArk and can log in to the CyberArk portal (niagarahealth.cyberark.cloud) to retrieve the unique login password. See Appendix C for step-by-step instructions on how to retrieve the passwords from CyberArk.
- **724Access Viewer:**
 - Username: **NH/HDS login**
 - Password: Two options
 - Enter your NH/HDS password.
 - If your NH/HDS login credentials do not work, please access CyberArk to obtain a separate password to access the 724Access Viewer. See

Appendix C for step-by-step instructions on how to retrieve the passwords from CyberArk.

5.2.2 In the event that unit leadership or Charge Nurse/Risk On-Call are unavailable to access the CyberArk portal, staff and Physicians may call the ICT Service Desk (ext. 42850) where the login password will be provided.

5.2.3 Upon a successful login, an 'Audit information' pop-up will appear. For the reason of viewing the patient's chart, select "Other". In the below text box, identify the reason for accessing the patient information (i.e., planned/unplanned downtime).

5.2.4 Once logged in, the 724Access Viewer will contain the following patient specific information last inputted into the HIS immediately prior to the downtime:

- Patient Information;
- Lab Results;
- Patient Care Results;
- Medication Administration;
- Orders;
- Vital Signs;
- Documents;
- Intake & Output;
- Scheduled Appointments;
- Microbiology Results;
- Medication Profile, and
- Immunization History.

5.2.5 Patient information for both inpatient's and outpatients on the 724Access Viewer will reflect the past 15 days since the onset of the downtime. Information for discharged patients will remain on 724Access Viewer for 30 days from discharge date before being automatically deleted.

5.2.5.1 By default, patient information will reflect the last 7 days upon opening the 724Access Viewer application. This can be adjusted to a maximum of **15** days via the adjustable date range calendar. Refer to Appendix D – 724 Downtime Computer User Guide for instructions.

5.2.6 All patient information can be printed via the local printer connected to the 724 Downtime Computers. Refer to Appendix D – 724 Downtime Computer User Guide for printing instructions.

5.3 Paper-Based Operations and Documentation

5.3.1 During the entirety of the downtime, paper based documentation will be used to support the provision and continuation of patient care.

5.3.2 NH will electronically store Order Sets and core clinical forms from the pre-HIS environment on the Downtime Computer and can be accessed via the desktop folder entitled "Downtime Files".

5.3.3 HDS will maintain paper copies of forms to be used during a downtime.

5.3.4 Downtime Binders containing Order Sets and standard clinical forms will be stored on each unit in an accessible location. Manager's are to communicate the location of the HIS Downtime Binder to their respective teams. Initial Downtime binders contain:

- Program Specific Downtime Packet(s) downloaded from AccessEFR (as of October 29, 2024)
 - *For outpatient clinics, binders will contain a blank outpatient clinic chart and the below documents.
- Essential Order Sets:
 - Blank Order Set Sheet
 - Heparin infusion (low and standard)
 - Insulin Sliding Scales
 - Massive Transfusion Protocol (MTP) – Adult or Pediatric 50kg and Greater
 - Tenecteplase (TNKase) Order Set
 - No Anticoagulation Continuous Renal Replacement Therapy (CRRT) Order Set
 - Continuous Renal Replacement Therapy (CRRT) Low Concentration 18/0 Citrate Solution Order Set
 - Oxytocin Induction and Augmentation Order Set
 - Diabetic Ketoacidosis (DKA) (Adult & Paediatrics for Emergency Program)
- Interdisciplinary Clinical Notes – Blank Template
- Diagnostic Requisition Form – Blank Template
- ECG Downtime Tip Sheet
- Best Possible Medication History, Reconciliation Form and Prescriber Order Form – Blank Template
- Falls Risk Assessment and Plans of Care – Blank Template
- Pressure Ulcer Prevention Package – Blank Template
- Incident Reporting Incident Downtime Form – Blank Template

5.3.5 Managers are responsible for (a) adding additional program specific information to the Downtime Binder, and (b) to replace any updated Order Sets and clinical forms as they are modified by the Order Set and Forms Committee.

5.4 HIS Recovery and Patient Information Re-Entry

5.4.1 Phase One – Immediately Following Planned or Unplanned Downtime

5.4.1.1 Following the conclusion of a downtime, clinical teams and Physicians will be responsible for entering the following patient information documented on paper during the downtime into the HIS; Active orders, Medications, Code status, Allergy changes/modifications, Height and Weight. The Physicians will be responsible for re-entering the patient's Code Status into the HIS.

5.4.2 Phase Two – Upon Patient Discharge

5.4.2.1 At the St. Catharines Site, all paper documentation will be collected by Health Records/Health Information Management team for scanning. See 4.2.2.3 for exceptions of select outpatient clinics.

5.4.2.2 At the Niagara Falls, Welland, Port Colborne, and Fort Erie sites, the unit's clerical team will be responsible for collecting and delivering all paper documentation to their respective Health Records/Health Information Management Department for scanning.

5.4.2.3 Outpatient clinics that scanned their paper documents in the pre-HIS environment (i.e., MH Outpatient, Niagara Diabetes, NEDOP, HepC, etc.) will continue to scan their paper documents into the HIS. Withdrawal Management Services will scan their paper documents into the HIS upon discharge.

5.5 Post-Downtime Debrief

Following the resolution of an unplanned downtime event, Risk/Emergency Preparedness will be responsible for organizing an After Action Review (AAR)/Debrief. The purpose of the AAR/Debrief will be to review the organization's response to the downtime.

The AAR/Debrief will provide an opportunity to review the downtime policy and identify any opportunities established via response and recovery efforts.

6.0 Definitions

Affiliates - Refers to individuals who are affiliated with NH who have a contractual arrangement and/or provide services within the NH including (without limitation) volunteers, learners/students, credentialed professional staff (physicians, dentists, midwives, extended class nurses), and Spiritual Care.

HIS - A hospital information system (HIS) refers to a system designed to manage healthcare data.

Planned Downtime - A period in which equipment or a system is deliberately taken offline for planned activities like preventative maintenance, which can't be performed while the equipment is in operation.

Unplanned Downtime – An unexpected shutdown or failure of equipment or process.

724Access Viewer - The application used to access and view a specific patient's medical record during downtime

724 Downtime Computer - A dedicated downtime computer to be used to access the 724Access Viewer application. The 724 Downtime Computers are connected to an Uninterruptable Power Supply and will maintain basic functionality during a partial or complete outage.

7.0 Appendices

Appendix A – Unplanned Downtime Flow Chart

Appendix B – Planned Downtime Flow Chart

Appendix C – CyberArk Instructional Guide

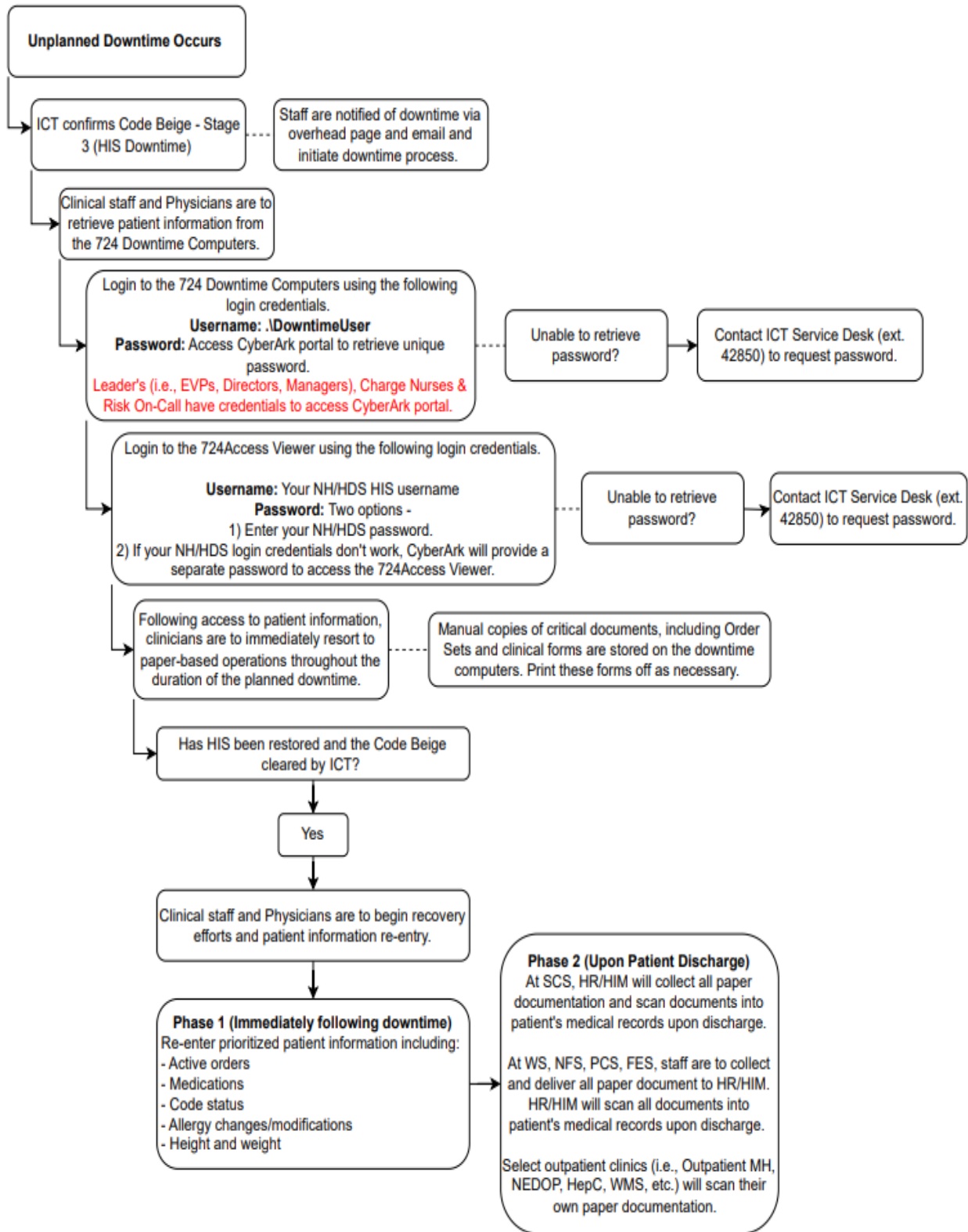
Appendix D – 724 Downtime Computer User Guide

Appendix E – Emergency Fail Safe Phone Location

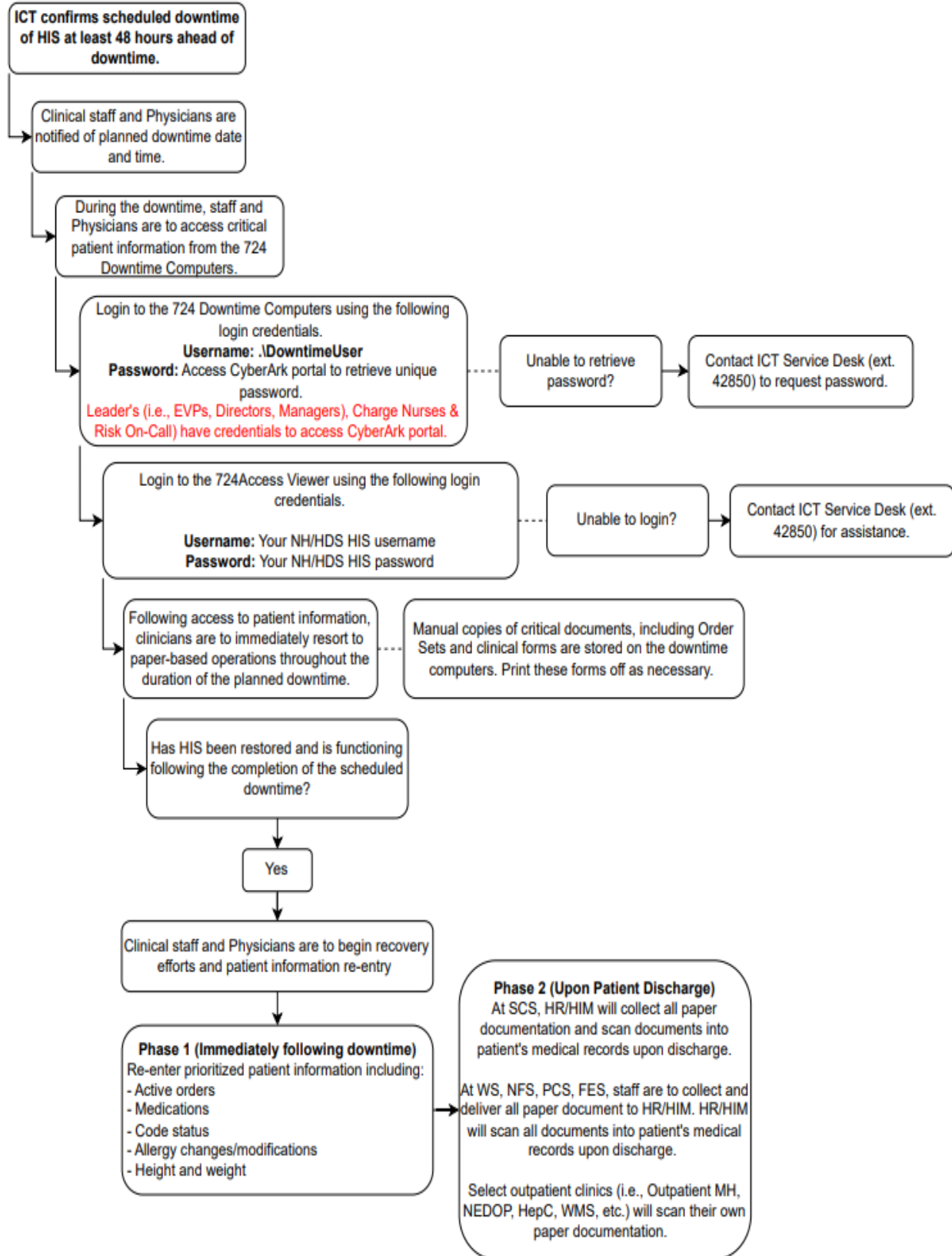
8.0 Related Documents
N/A

9.0 References
N/A

Appendix A – Unplanned Downtime Flow Chart



Appendix B – Planned Downtime Flow Chart



Appendix D – 724 Downtime Computer User Guide



724 DOWNTIME COMPUTER User Guide

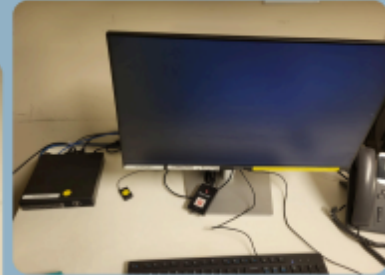
NOV. 2024

IDENTIFYING DOWNTIME COMPUTERS

All 724 Downtime Computers across the organization are marked with a yellow identification sticker.

To access the 724 Downtime Computer, press the small button located next to the monitor marked with the yellow sticker.

Once on the 724 Downtime Computer, user's will be asked to log in.



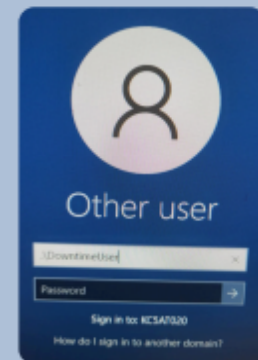
LOG IN TO A 724 DOWNTIME COMPUTER

To log in to the 724 Downtime Computer, users will enter the following login account “.\DowntimeUser”

The password for the 724 Downtime Computers is to be retrieved from CyberArk portal. All leaders (EVP's, Directors, Managers), Charge Nurses and Risk On-Call have access to CyberArk.

If unable to obtain the login password from the above-mentioned parties, contact Service Desk (ext. 42850).

Refer to the 'CyberArk Instructional Guide' for further guidance on how to access CyberArk.



ACCESSING 724DOWNTIME VIEWER

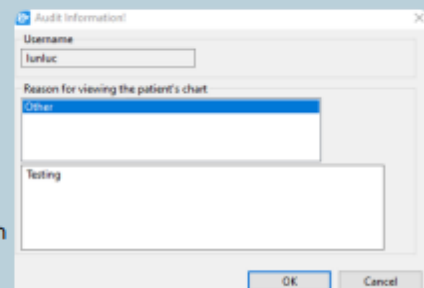
Launching the 724Access Viewer, user's will enter their Millennium User Name.



Two options for the login password:

- Enter your NH/HDS password.
- If your NH/HDS login credentials do not work, please access CyberArk to obtain a separate password to access the 724Access Viewer. Refer to the 'CyberArk Instructional Guide' for further guidance on how to access CyberArk.

Following a successful login, a pop-up will appear requesting the reason for viewing the patient's chart. Select "Other". In the text box below, explain the reason for accessing patient information (e.g., printing patient MARS during an unplanned downtime).



724 DOWNTIME COMPUTER User Guide

NOV. 2024

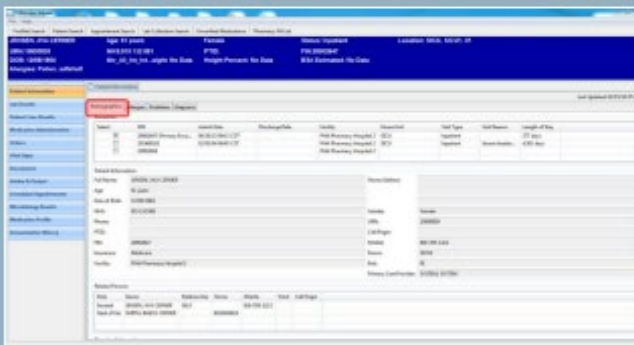
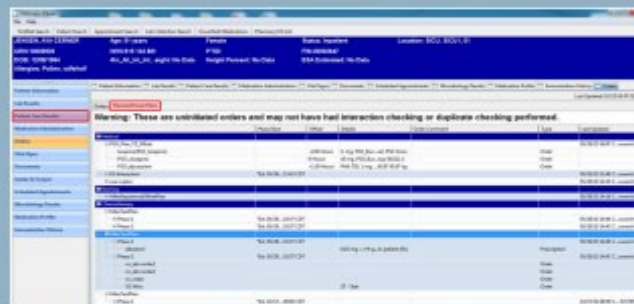
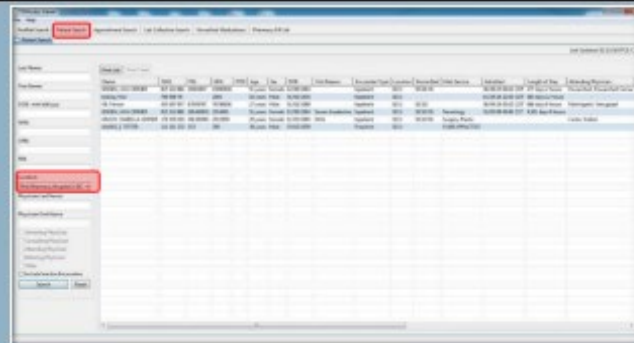
NAVIGATING PATIENT INFORMATION

Utilize the tabs located on the top of the 724Access Viewer to search for a specific patient, or for a specific program/unit.

Once a patient or program/unit has been selected, utilize the tool bar on the left side to navigate the various fields of patient information (i.e., Lab Results, Patient Care Results, Medication Administration, Orders, Vital Signs, etc.).

Within the above-mentioned information fields, you can navigate further tabs on the top of the screen to display more information (demographics, allergies, diagnosis, etc.)

In select fields, users are able to adjust the date range of available information (i.e., start date and end date). Reminder, information will reflect the past 15 days since the onset of the downtime. Information for discharged patients will remain on 724Access Viewer for 30 days from discharge date

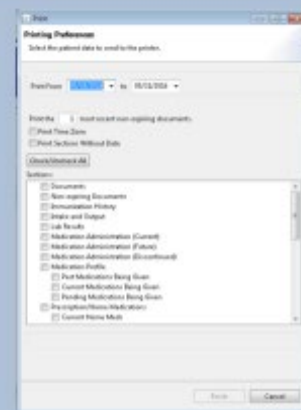


PRINTING FROM DOWNTIME COMPUTER

724 Downtime Computers are connected via USB to a local computer and are pre-configured for printing.

Users have the option to print for one patient, or for multiple patients (i.e., an entire unit). Alternatively, printing can be done for the entire patient chart, or for specific sections of the chart.

When printing, a 'printing preference' pop-up will appear. From here, users will be able to select the specific type of information they want to print, as well as for the desirable date range.



Appendix E – Emergency Fail Safe Phone Location

Site	Level	Unit	Location (Rm #)	Note	Number
FES	Ground	Urgent Care	Nursing Station	Wall Mounted	905-991-0196
FES	Ground	OR	OR Resuscitation Room	Wall mounted	905-991-8928
FES	Ground	DI (former Lab)	Core Lab (Current DI Space)	Wall Mounted above desk at entrance Unable to access	905-991-9232
FES	Ground	Engineering	Engineering Office	Wall Mounted on back wall	905-991-9243
FES	1	Complex Care	Nursing Station	Wall Mounted on back wall	905-991-8214
FES	1	EOC	Boardroom	Desktop phone	905-991-1592
 					
NFS	2	ER	Main Care Station	Wall Mounted at MD Desk	905-354-1741
NFS	2	DI	X-Ray Tech area	Mounted on West wall	905-354-6191
NFS	2	DI	CT Tech area	Mounted on West wall	905-354-6191
NFS	2	DI	MRI Control Room (Arch #2442)	Desktop on South counter	905-354-6191
NFS	2	OR	Across from Recovery	Wall mounted in hallway	905-354-6280
NFS	2	Lab	Chemistry Area	Above Chemistry Desk	905-354-8819
NFS	2	ICU	Main Care Station (Arch# 2230)	Wall Mounted on back wall	905-354-9628
NFS	2	EOC	Site Admin Conference Rm	Desktop phone on North Window sill	905-354-3462
 					
PCS	Ground	Urgent Care	Nursing Station	Wall Mounted (right corner)	905-834-5693
PCS	Ground	DI	X-Ray File Room	Wall Mounted	905-834-9437
PCS	1	EOC	Boardroom	Desktop phone	905-834-3778
PCS	2	2 West	Nursing Station	Wall Mounted on back wall	905-834-5576
PCS	2	Lab	Chemistry Desk	Wall Mounted	905-834-8630
PCS	3	OR	Outside Recovery Room	Wall mounted in hallway	905-834-6260
 					
WS	1	ER	Charge Nurse Desk		905-732-6615
WS	1	DI	X-Ray Tech area	North Wall near 02 shutoff	905-732-0086
WS	1	Lab	Chemistry Area	East Wall at Chemistry Desk	905-732-4253
WS	1	EOC	Site Admin Conference Rm	Beige desktop phone	905-732-9579
WS	3	ICU	Main Care Station Desk	South West corner, mounted under the counter	905-732-7292
WS	3	OR	Across from Recovery	Wall mounted in hallway	905-732-7409
WS	5	Switchboard	Mounted on column in center of Resource Centre	MacLean Building	905-732-7541
 					
SCS	0	Elevator 1	Elevator Monitoring 1		905-984-6422
SCS	0	Elevator 2	Elevator Monitoring 2		905-984-6512
SCS	0	JCI (BTN 14)	Facilities Management		905-984-4352

Site	Level	Unit	Location (Rm #)	Note	Number
SCS	1	Fire Panel	12D 009		905-984-6194
SCS	1	ER	Care Station A	Next to EMS Patch Phone	905-984-5791
SCS	1	ER	Care Station B		905-984-5791
SCS	1	Urgent Care	Care Station	South West Desk	905-984-5791
SCS	1	WFCC	Radiation Oncology	Radiation Therapy Reception	905-984-6892
SCS	1	DI	Ultrasound Review Area (1B21.025)	Desktop Phone on Countertop	905-984-3114
SCS	1	DI	General Radiology Hub (Near 1B21.097)	On South East Desk	905-984-3114
SCS	1	DI	CT Team Room A (1B21.127)	Desktop Phone on Countertop	905-984-3114
SCS	2	WFCC	Medical Oncology Team Room A (2D38.075)	Desktop Phone at workstation closest to door	905-984-6193
SCS	2	1° EOC	Corporate Boardroom (2C26.018)	South West wall Countertop	905-984-5657
SCS	?	2° EOC	Large Conference Room		905-984-5657
SCS	2	ICU	Care Station		905-984-5823
SCS	2	OR	Care Station	Unable to access OR	905-984-5161
SCS	3	Lab	33E 259		905-984-6278
SCS	3	Lab	33F 023		905-984-6278
SCS	3	Lab	34F 047		905-984-6278
SCS	3	3° EOC	'Stained Glass' Meeting Room (3C26.085)	Desktop Phone on Countertop	905-984-5657
SCS	3	Back-Up Switchboard	ICT Offices (3C32.006)	Black Desktop Phone North West corner desk	905-984-6384
HDS		Data Centre	DSL Line and Data Centre Emergency Phone		905-684-8601