
POWERCHART DOWNTIME POLICY®

DOCUMENT SUMMARY/KEY POINTS

- This document describes the communication and processes during a planned or unplanned downtime of Powerchart.
- The document describes the recovery process after a downtime.

CHANGE SUMMARY

- Changes to develop a SCHN policy
- Updates to links
- Update and addition of staff information sheets

READ ACKNOWLEDGEMENT

- All managers and team leaders must be familiar with the location and content of this document.
- Staff should be aware of its existence and be able to locate if needed.

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st August 2019	Review Period: 3 years
Team Leader:	Clinical Informatics Manager	Area/Dept: Program Management

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1 Commonly Used Abbreviations

Abbreviation	Definition
724 DTV	724 Access Downtime Viewer (backup program during downtime)
AHNM	After Hours Nurse Manager
AL window	Application launch window
BTF	Between the Flags (Observation chart)
DCI	Department of Clinical Integration
DTC	Downtime computer
eMM	Electronic Medication Management
eMR	Electronic Medical Record
EWIS	Early Warning and Intercommunication System
FBC	Fluid Balance Chart
HDC	Hospital Disaster Controller
HIU	Health Information Unit
IT	Information Technology
PAoverIP	Text messages sent to individual computer
MAR	Medication Administration Record
NIMC	National Inpatient Medication Chart
NUM	Nurse Unit Manager
PM	Patient Management
TL	Team Leader (Nursing)

2 References

Document name	Document number	Published	Owner
Disaster Response Plan-CHW Health Plan	2012-8008	Jul 12, 2017	Mary McCaskill (SCHN) Marny Thomas (SCHN)
Randwick Campus Emergency plan	2015-7006	Sep 15, 2015	Michael Plaister (SCHN) Helen Said (SCHN)
CHW-Pharmacy downtime procedure		Pharmacy internal downtime procedure	Peter Barclay (Director of Pharmacy) David Luo (Pharmacist)
CHW-Department of Radiology downtime procedures (3x)		Radiology internal downtime procedure	Dr. Neil Chaplin (Department Head) Dr. Kristina Prelong (Department Head) Sasko Kadiev (Chief Radiographer)
Patient Management procedure		Internal clerical downtime procedures	Joanne Hopwood (Patient Administration manager)
SCHN-Chris Document Imaging and Medical Records		Internal department procedures	Nadine Ghassibe
SCHN-eMR Unit Procedure		eMR Unit internal downtime procedure	Jodie Schuster (eMR Manager)

3 Overview

3.1 Downtime Definition

A downtime is defined as any time the eMR (e.g. Powerchart) or an interfaced third party application (e.g. iPharmacy, Radiology Information System) are not available for normal use across areas of the Network campuses.

Any problems limited to a single workstation are not considered a downtime.

3.1.1 Planned downtime

Planned downtime by definition is: a timeframe where the eMR or parts of it is unavailable but you have advanced warning that it will occur; or is a regularly scheduled event that you can plan for. It is usually scheduled at a time which will cause minimum impact to patient care, minimises inconvenience and allows for preparation to significantly lessen the impact of a system's unavailability. Typical examples of planned downtime are system unavailability during upgrades and periodic maintenance.

3.1.2 *Unplanned downtime*

Unplanned downtime by definition is: a sudden event which results in the inability to access the eMR. This event occurs without prior notice and may be due to an event such as database failure, hardware failure, electricity outage or Network failure. The duration might initially be unknown.

No advanced warning can be given and it might take some initial time to establish that a downtime is occurring.

3.2 Reporting of Issues

If any issues with the eMR are identified it must be logged via the SCHN IT Service Desk on 9845 0333 in business hours or the AHNM after hours who will triage appropriately.

If localised issues occur the IT Service Desk must be contacted as per standard procedures. If multiple users' workstations are experiencing problems, notify the Service Desk of the extent of the problem.

It is important that issues are promptly reported to the IT Service Desk as this allows the IT department staff to act quickly in order to prevent further issues and resolve ongoing issues. (E.g. you notice the system is slower than usual or you can't log in at all).

3.3 Communication of a downtime

3.3.1 *Planned downtime*

Communication about a planned downtime will be sent out via an all user email several weeks prior to the scheduled downtime. Further emails containing downtime details can be sent within the week's period if required. A reminder email will be sent 1 week before the scheduled date containing all relevant information for the downtime.

The [Memory Intranet Page-Downtime](#) contains the latest information about upcoming downtimes.

3.3.2 *Unplanned downtime*

Once IT services have identified a downtime for the whole eMR or components, the Hospital Disaster Controller (HDC) will be informed. Information around the start of the downtime will be sent out via the disaster committee. This communication might include but is not limited to pages, PAOver IP messages, meetings, EWIS and emails. Where possible members of IT services will inform clinical areas and departments in person and provide support with downtime procedures.

3.3.3 *End of downtime*

The end of a downtime will be communicated by the IT department (planned) or Hospital Disaster Controller (unplanned). This communication might include but is not limited to pages, PAOver IP messages, meetings, EWIS and emails.

A generic electronic note is added to all patients' charts stating that there has been a downtime during their visit and that scanned documentation needs to be considered for a full record. This note is added automatically to all charts by the eMR Unit within the next business day.

3.4 Downtime Readiness

3.4.1 Downtime boxes

All clinical areas using the eMR are required to have a Downtime box. This box is to be stored centrally for use when downtime documentation is required. All staff working regularly in the area need to be aware of the location of the Downtime box and the procedures. The Downtime box content must be checked regularly. The checklist for the Downtime box content is attached to this policy. The Downtime box must to be refilled after each downtime by the ward clerk or a staff member that has been tasked by the area manager.

3.4.2 Checklists

Several Checklists are available to prepare for a downtime and coordinate the recovery process; they help streamline tasks during and after a downtime. Checklists are stored in the Downtime box and accessible in electronic form attached to this policy.

3.4.3 Downtime computers

The Downtime computers provide 24hr access to clinical data currently available in the eMR. The program used to display this information is the 724 Access Downtime Viewer. The patient information in the 724 DTV is read only but can be printed e.g. for medication administration or transfers.

The 724 DTV can only be accessed from designated Downtime computers. These computers are located in all areas that are using the eMR. A list of all DTCs can be found attached to the policy. The DTCs are labelled with a pink sticker and the wallpaper of the computer indicates its use as a Downtime computer.

Most Downtime PCs are multi-purpose and are also used outside of downtimes. But Downtime computers must **NOT** be shut down and left off as this will prevent updates to the data stored on this computer. However, they need to be restarted daily. During a Network outage it is necessary to restart the Downtime computers. (See '4 Network is Unavailable')

A specific username and password is required to access 724 DTV. The username and password is stored in the Downtime Boxes. The ward clerk or a designated person (for areas without ward clerks) must access the 724 DTV daily to confirm the program is updating as expected. In case of a technical fault inform the IT Service desk immediately. Refer to the Quickstart 'Checking 724 Downtime Viewer Status' on learning.kids or in the Downtime Box for details.

It is the responsibility of the person in charge of an area to disseminate the username and password to the relevant clinical staff so they may log on to the 724 DTV once the downtime has been announced. For further instructions on 724 DTV, refer to the Quickstarts '724 Downtime Viewer – Overview', '724-Outpatient Downtime Viewer' and '724 Downtime Viewer during Network Outage' located on learning.kids or in the Downtime Box. Please see section 4 for further steps if the Network is unavailable.

The 724 DTV provides access to patient information, including lab and microbiology results, patient care results, medication administration details, orders, documents, intake and output totals, scheduled appointments and the medication profile. The 724 DTV also allows searching by patient, appointment, lab collection and unverified medications. This can be done by patient or location. Most DTCs are configured to display information for patients on the current ward/department and any surrounding wards/departments. Some areas such as Pharmacy, Patient Administration, IT services and Health Information Unit have access to all patient charts (Facility DTC).

See the 724 DTV location list in the staff information forms for all Network downtime computers.

The information in 724 DTV needs to be printed for medication administration or transfers during a downtime. Areas with as Facility DTC can help with the printing of any patient's chart if 724 DTV is unavailable or not working in your area during a downtime. To print required patient details follow the Quickstart 'Printing from Downtime Viewer' on learning.kids or in the Downtime Box.

4 Network is Unavailable

The hospital's IT systems can be affected by an outage of the network connection.

This means that personal or generic computer logins don't work and printers are not available. To access the Downtime computers and print relevant patient documentation follow the steps outlined below.

Additional steps during a Network outage:

- After the downtime has been called, restart the Downtime computer
(Disconnect the blue Network cable from the computer if the computer does not restart or log on)
- Log in with the local user account:
Username: .\localuser
Password: (*\$%))) (hold the Shift key and type 9845 0000)
- Attach the USB printer cable to the printer and Downtime computer (cable is located in the Downtime box)
- Access 724 DTV as outlined in 3.4.3 and proceed with printing as outlined in 6.2

5 Powerchart is Unavailable

5.1 Key considerations

- Downtime actions should NOT start until downtime has been called by the IT department (planned) or Hospital Disaster Controller (unplanned). However, in the event this is delayed and patient care is at risk of being compromised, downtime procedures should be followed.
- Once a Downtime has been called no hybrid system can exist (e.g. even if some computers are still working and/or some users still have access to PowerChart). Documentation must remain on paper until the downtime is over.
- During a downtime ALL users are required to stop using PowerChart.
- If printing is not possible from the area's own DTC (e.g. computer or printer issues), the wards on the same level have access to these patients on their DTC and can help with printing if required.
- Pharmacy, Patient Administration and IT services have access to all patient charts and can help with printing if required.
- In case of a planned downtime the IT department will update clinical staff on the progress and availability of the system.
- In case of an unplanned downtime the Hospital Disaster Controller will update clinical staff on a regular basis around considerations how much longer the downtime is anticipated to last. They will liaise with clinical areas if additional support is needed during the downtime and recovery period.

5.2 Planned downtime – Pre-downtime preparation

Timing	Task	Responsibility
4-8 weeks prior	All user email informing of the downtime	DCI
4-8 weeks prior	Ensure all clinicians who need to access Medical Imaging pictures and reports have access to Syngo web and GE RIS/PACS medical imaging viewer.	Clinician
1-2 weeks prior	Assess if downtime training is needed for staff and organise (training videos are available)	All
Day of downtime	Follow downtime checklists and assess readiness	All
Day of downtime	Ensure all home medications are up to date	Pharmacist / Doctor

Timing	Task	Responsibility
90 minutes prior	Advise staff of the timing and anticipated length of downtime and oversee pre-downtime preparation	NUM / TL
90 minutes prior	Adjust medication administration times to be given pre or post downtime where clinically appropriate	Nurse
90 minutes prior	Administer all medications that have been scheduled pre downtime	Nurse
90 minutes prior	Review Care Compass task list tab and complete urgent tasks	Nurse
90 minutes prior	Print out outstanding Pathology Requisitions for collection during downtime	Nurse
90 minutes prior	Place new orders, if required	Doctor
90 minutes prior	If handover is going to occur during downtime then print Patient List.	Doctor
90 minutes prior	Complete Discharge Reconciliation and Discharge Prescribing if patient is due to be discharged during downtime	Doctor
20 minutes prior	Update alternative forms of communication, e.g. Fluid Restrictions to white board or sign above patient's bed	TL
20 minutes prior	Ensure Fluid Balance is up to date and transcribe daily totals for intake and output onto paper as required	Nurse
15 minutes prior	Check 724 DTV data is current	Ward Clerk / TL
10-15 minutes prior	Print 724 MAR and other relevant Patient information (e.g. Fluid Balance Chart, results) from 724 DTV ('Printing from Downtime Viewer').	NUM / TL
5 minutes prior	Attach RED A4 laminated card stating "Stop using PowerChart" on the front of all computers and laptops	Ward Clerk or nominated person
During and after Downtime	Follow Downtime (6.4) and Recovery Instructions (6.5)	All PowerChart Users

5.3 Unplanned downtime

Timing	Task	Responsibility
	Confirm the downtime with Hospital Disaster Controller. Advise all staff in your area of the downtime and instruct all users to stop using PowerChart.	NUM / TL
Start of downtime	Attach RED A4 laminated card stating "Stop using PowerChart" on the front of all computers and laptops	Ward Clerk or nominated person
Start of downtime	Print 724 MAR and other relevant Patient information (e.g. Fluid Balance Chart, results) from 724 DTV ('Printing from Downtime Viewer').	NUM / TL
During and after downtime	Follow downtime (6.4) and Recovery Instructions (6.5)	All PowerChart Users

5.4 Activities during a downtime (planned and unplanned)

The instructions below outline what activities will be stopped, what new activities will start and what normal business processes will continue during the downtime.

The content is broken down in discipline specific activities with no particular priority stipulated. The activities start with admission, workflows during the stay and end with discharge activities.

Keep in mind that some activities will require consultation with other disciplines.

5.4.1 Nursing downtime instructions

Wherever possible team leaders should utilise the SCHN Inpatient Downtime Log found in the Downtime box. A record on new medication or fluid orders will help during the recovery process. New orders can easily be identified and retrospectively entered. The form gives team leaders an overview of how many of their patients have finished the recovery process.

(In PowerChart) Stop to...	Downtime procedure
Accessing electronic Patient Information (Nursing)	
...use the eMR.	<p>NUM/TL: Log into 724 DTV and coordinate the printing and distribution of patient information. (e.g. medication chart, FBC)</p> <p>Nurse: Use the printed paper charts to document.</p> <p>All: Review electronic patient information that hasn't been printed on the 724DTV. (e.g. progress notes, results)</p>
New Admission, Diets and Medication History (Nursing)	
...complete the Nursing Admission Assessment.	Use the Nursing History paper form (M12A).
...document diets electronically in CHW: Patient Management SCH: Powerchart	Document any changes to diets or new diets on paper during eMR outage. During business hours: Inform the diet office by phone of new orders or changes.
Height, Weight and Allergy Information (Nursing)	
...review allergies, height, weights and BSA.	Review existing allergies, height, weights (growth chart, dosing and Chemo weight) and BSA on the 724 DTV and printed charts.
...document allergies, height, weights and BSA.	Document new/existing allergies, height, weights and BSA on the NIMC (SMR 130.010), IV Fluid order chart (SMR 120.007) 1A/Chemotherapy chart (OP2) and paper growth/weight chart.
Fluid Balance Chart (Nursing)	
...document Fluid Balances in PowerChart (iView).	Transfer daily totals for intake and output from the 724 DTV and document ongoing intake and output on the Fluid Balance Chart (SMR 120.005).
Handover (Nursing)	
...use PowerChart information for handover.	Use paper charts, paper forms and 724 DTV for handover.
Progress notes and other clinical Documentation (Nursing)	
...review progress notes and other clinical documentation.	Review existing documentation on the 724 DTV and relevant paper charts.
...document progress notes and other clinical documentation.	Use paper chart for Progress notes (SMR050.001) and other clinical documentation forms. (e.g. BTF, BGL)
Medication/IV Fluid Orders (Nursing)	
...review medication orders, PowerPlans and IV fluid orders.	Review the 724 DTV or printed medication chart to see current medication orders, PowerPlans and IV fluid orders. Review the NIMC, 1A/Chemotherapy and fluid order chart for medications ordered during the downtime.
...place nurse initiated medications and phone orders.	Document nurse initiated medications and phone orders on the NIMC (SMR 130010) or Fluid order chart (SMR 120.007).

(In PowerChart) Stop to...	Downtime procedure
Dispensing of Inpatient Medications (Nursing)	
...receive medication supplies through regular pharmacy supply or med request processes.	Send/fax the NIMC, 1A/Chemotherapy chart or 724 DTV print out paper chart containing new or existing orders. Send a Pharmacy department requisition form for supply in business hours. (Imprest items)
Medication and IV fluid Administration (Nursing)	
...document the administration of medication and IV fluids on the MAR.	Review and document administration of medications and IV fluids on the 724 DTV printed chart for orders <i>existing prior to downtime</i> . Document administration of <i>new</i> medication and IV fluid orders on the NIMC (SMR 130.010) and Fluid order chart (SMR 120.007).
...document and review observations associated with medication and IV fluid administration.	View previously documented medication administration observations on the 724 DTV. Document any other observations on relevant paper charts. (e.g. BTF, SPoC)
Pathology/Radiology Orders (Nursing)	
...order Pathology and Radiology requests.	Order new pathology and radiology orders on paper requisition forms. Affix patient label.
...print Pathology labels from PowerChart.	<p><u>Planned downtime:</u> Print pathology labels from PowerChart prior to downtime for existing orders.</p> <p><u>Unplanned downtime:</u> Print the list of outstanding specimen collection from 724 DTV. Confirm collections are required during downtime and highlight on the list. Ask for new paper requisition for highlighted orders. Send pathology requisitions with specimen labeled (patient label or handwritten) stating date and time of collection and collector's initial. Document the collection time on the paper list as well. The highlighted printed list will be used to chart collection of orders that have been actioned in the Recovery phase.</p>
Pathology and Blood bank Results (Nursing)	
...review Pathology and Blood bank results	Review past lab results on the 724 DTV. For results during downtime: CHW: Call Pathology on 53277 or 53276 to obtain urgent results. SCH: Critical results will be phoned by the laboratory as standard operating procedures For urgent results contact Randwick SEALS Pathology or use Pathology Results Enquiry: http://seslhnweb/UsefulLinks.asp Randwick Blood Bank: #29145 & #29146

(In PowerChart) Stop to...		Downtime procedure
Radiology Results (Nursing)		
...review Radiology reports.	CHW: Log into Syngo Web via Application window icon to view radiology images and reports. SCH: Log into GE RIS/PACS to view radiology images and reports. All clinicians who need to access Medical Imaging pictures and reports should obtain a username and password. http://seslhnweb/Health ICT/InformationSystems.asp	
Patient transfers (Nursing)		
...use PowerChart to hand over patient to the receiving ward.	Compile the 724 DTV and other paper documentation to send with patient and to use this for handover with receiving ward.	
...use nursing transfer form.	Use the paper nursing transfer form.	
Discharge home (Nursing)		
...review scheduled appointments.	Review outpatient appointments on the 724 DTV.	
Discharge to another hospital (Nursing)		
...print Transfer Summary.	Print all relevant documentation from 724 DTV and send with the patient.	

5.4.2 Medical downtime instruction

(In PowerChart) Stop to...		Downtime procedure
Accessing electronic Patient Information (Medical)		
...use the eMR.	Review electronic patient information that hasn't been printed on the 724DTV. (e.g. progress notes, results) Review paper documentation.	
New Admission (Medical)		
...document diagnoses, alerts, problems, allergies, procedures and immunisation history.	Document on paper progress notes. Document home medications on NIMC (SMR 130011)	
Medication History on Admission (Medical)		
...document medication history in PowerChart.	Document medication history on the Medication management plan (SMR 130007) or front of NIMC (SMR 130010).	
Admission Reconciliation (Medical)		
...reconcile home medications.	Document medication histories according to the medication management plan (SMR 130007) or the NIMC (SMR 130010).	
Height, Weight and Allergy Information (Medical)		
...review allergies, height, weights and BSA.	Review existing allergies, height, weights (growth chart, dosing, and Chemo weight) and BSA on the 724 DTV and printed charts.	
...document allergies, height, weights and BSA.	Document new/existing allergies, height, weights and BSA on the NIMC (SMR 130.010), IV Fluid order chart (SMR 120.007) 1A/Chemotherapy chart (OP2) and paper growth/weight chart.	

(In PowerChart) Stop to...		Downtime procedure
Fluid Balance Chart (Medical)		
...review Fluid Balances (iView).	Review paper Fluid Balance Chart (SMR 120.005) for totals.	
Handover (Medical)		
...use information for handover.	Use paper charts, paper forms and 724 DTV for handover.	
Progress notes and other clinical Documentation (Medical)		
...review progress notes and other clinical documentation.	Review existing documentation on the 724 DTV and relevant paper charts.	
...document progress notes and other clinical documentation.	Use paper chart for Progress notes (SMR050.001) and other clinical documentation forms. (e.g. BTF, BGL)	
Medication/IV Fluid Orders (Medical)		
...review medication orders, PowerPlans and IV fluid orders.	Review the medication print out from 724 DTV to see current medication orders, PowerPlans and IV fluid orders. Review older medication or IV fluid orders on 724 DTV. Review the NIMC and 1A/Chemotherapy chart for medications ordered during the downtime.	
...place new medication orders, PowerPlans and IV Fluid orders.	Document new medication orders on the NIMC (SMR 130010), IV Fluid orders on the IV Fluid Order Chart (SMR 120.007) and chemotherapy on the 1A/Chemotherapy chart (OP2).	
...suspend/withhold pre-existing medications.	Suspend/withhold pre-existing medications on the 724 DTV printed chart or NIMC.	
...cancel/modify/reorder medications, IV fluids and PowerPlans.	Strike through and initial cancelled medications on the 724 DTV printed chart. Document changes to medications/IV Fluid orders on the NIMC (SMR 130.010)/Fluid order chart (SMR 120.007). Order new medications/IV Fluids on the NIMC/Fluid order chart.	
Medication and IV fluid Administration (Medical)		
...document the administration of medication and IV fluids on the MAR.	Review and document administration of medications and IV fluids on the 724 DTV printed chart for orders <i>existing prior to downtime</i> . Document administration of <i>new</i> medication and IV fluid orders on the NIMC (SMR 130.010) and Fluid order chart (SMR 120.007).	
...review observations associated with medication/IV fluid administration in PowerChart.	View previously documented medication administration observations on the 724 DTV.	
Pathology/Radiology Orders (Medical)		
...order Pathology and Radiology requests in PowerChart.	Order new pathology and radiology orders on paper requisition forms. Reorder Pathology and radiology orders that need to be collected during downtime.	

(In PowerChart) Stop to...	Downtime procedure
Radiology Results (Medical)	
...review Radiology reports in PowerChart.	<p>CHW: Log into Syngo Web via Application window icon to view radiology images and reports.</p> <p>SCH: Log into GE RIS/PACS to view radiology images and reports. All clinicians who need to access Medical Imaging pictures and reports should obtain a username and password. http://seslhnweb/HealthICT/</p>
Pathology and Blood bank Results (Medical)	
...review Pathology and Blood bank results	<p>Review past lab results on the 724 DTV. For results during downtime:</p> <p>CHW: Call Pathology on 53277 or 53276 to obtain urgent results. SCH: Critical results will be phoned by the laboratory as standard operating procedures</p> <p>For urgent results contact Randwick SEALS Pathology or use Pathology Results Enquiry: http://seslhnweb/Usefullinks.asp</p> <p>Randwick Blood Bank: #29145 & #29146</p>
Discharge home (Medical)	
...document discharge medication reconciliation in PowerChart.	<p>Review medication profile on the 724 DTV or 724 Printed Chart plus the NIMC and other relevant paper medication/fluid charts. Document discharge medication reconciliation on the paper medication management plan (SMR 130.007) if used.</p>
...print prescriptions for dispensing at CHW Hospital Pharmacy.	Utilise paper scripts (M47) and fax to pharmacy when completed.
...complete and print discharge summary.	<p>Review inpatient information on the 724 DTV and printed/paper documentation. Complete discharge summary on paper (CS1). Give the paper discharge summary to the patient and keep carbonated copy in patient's file.</p>
Discharge to another hospital (Medical)	
...complete and print discharge summary in PowerChart.	<p>Review inpatient information on the 724 DTV and printed/paper documentation. Complete discharge summary on paper (CS1). Give the paper discharge summary to the patient and keep carbonated copy in patient's file.</p>

5.4.3 Pharmacist downtime instructions

(In PowerChart) Stop to...	Downtime procedure
Accessing electronic Patient Information (Pharmacist)	
...use the eMR.	Review electronic patient information that hasn't been printed on the 724DTV. (e.g. progress notes, results) Review paper documentation.
Medication History (Pharmacist)	
...document medication history.	Document medication history on the Medication management plan (SMR 130007) or front of NIMC (SMR 130010).
Admission Reconciliation (Pharmacist)	
...confirm medication history in PowerChart and finalise reconciliation.	Document medication history on the Medication management plan (SMR 130007) or front of NIMC (SMR 130010).
Height, Weight and Allergy Information (Pharmacist)	
...review allergies, height, weights and BSA.	Review existing allergies, height, weights (growth chart, dosing, and Chemo weight) and BSA on the 724 DTV and printed charts.
...document allergies.	Document new/existing allergies on the NIMC (SMR 130.010), IV Fluid order chart (SMR 120.007), 1A/Chemotherapy chart (OP2).
Fluid Balance Chart (Pharmacist)	
...review Fluid Balances in PowerChart	Review paper Fluid Balance Chart (SMR 120.005) for totals.
Progress notes, Interventions and other clinical Documentation (Pharmacist)	
...review progress notes, interventions and other clinical documentation.	Review existing documentation on the 724 DTV and relevant paper charts.
...document progress notes interventions and other clinical documentation.	Use paper chart for Progress notes (SMR050.001) and other clinical documentation forms. (e.g. BTF, BGL)
Medication/IV Fluid Orders (Pharmacist)	
...review medication orders, PowerPlans and IV fluid orders in PowerChart.	Review the medication print out from 724 DTV to see current medication orders, PowerPlans and IV fluid orders. Review older medication or IV fluid orders on 724 DTV. Review the NIMC and 1A/Chemotherapy chart for medications ordered during the downtime.
Medication and IV fluid Administration (Pharmacist)	
...review the administration of medication and IV fluids on the MAR.	Review and document administration of medications and IV fluids on the 724 DTV printed chart for orders <i>existing prior to downtime</i> . Document administration of <i>new</i> medication and IV fluid orders on the NIMC (SMR 130.010) and Fluid order chart (SMR 120.007).

(In PowerChart) Stop to...	Downtime procedure
Pathology and Blood bank Results (Pharmacist)	
...review Pathology and Blood bank results	Review past lab results on the 724 DTV or on result sheet in the patient's bedside folder. For results during downtime:
Dispensing of inpatient medications (Pharmacist)	
...proceed with verification process to review orders, assign products and drive batchfill process.	Review orders on the NIMC and other relevant paper charts.
...review batchfill reports or med requests and annotation what is required.	Review NIMC, other paper charts, requisition form or batchfill initial report (if downtime is after 8am) and annotating with quantity to dispense.
...dispense from annotated batchfill report or med request.	Dispense from annotated batchfill initial report, 724 batchfill printed report, NIMC or requisition form. Continue to enter and dispense from iPharmacy in Business hours (if iPharmacy remains available)
Discharge home or other hospitals (Pharmacist)	
...verify discharge prescriptions and reconcile medications in PowerChart	Reconcile paper prescriptions with 724 DTV and 724 printed charts plus the NIMC and other relevant paper medication/IV fluid charts.

5.4.4 Clerical downtime instructions

(In PowerChart) Stop to...	Downtime procedure
Accessing electronic Patient Information (Clerical)	
...use PowerChart.	Attach the RED A4 laminated card stating 'Stop using PowerChart' on the front of the computers and laptops.
New Admission (Clerical)	
...register patient in PM.	Document on the admission forms stored in the Downtime box.
Patient transfers (Clerical)	
...use PowerChart to hand over patient to the receiving ward.	Collate all paper documentation (724 DTV print outs and other paper documentation) to send with patient once instructed by nursing staff.
Discharge home and other hospitals (Clerical)	
...review scheduled appointments.	Review outpatient appointments on the 724 DTV.
...schedule appointments in PM.	Start paper record with patients that need an appointment scheduled after downtime.
...discharge patient in PM.	Start paper record with patients' discharge details to be entered after downtime.

5.5 Post Downtime Recovery

After the end of the downtime has been announced, the recovery process can begin. The recovery process consists of two parts:

- Retrospective data entry
- Clean-up Activities

To ensure high level of patient care all recovery must be completed as soon as possible. It is anticipated that a downtime of 2 hours will take approximately 2 hours to recover and a downtime of 6 hours could take up to 6 hours to recover.

5.5.1 Retrospective data entry

Key considerations

- Continue paper charting until all electronic data entry for a patient is complete.
- No retrospective entry for patients discharged during the downtime.
- During the recovery process, staff may be required to update PowerChart for activities documented by other staff (e.g. document on the MAR for medications when there is a shift change).
- Apply downtime stickers to paper charts once they are no longer needed. (stored in Downtime box)
- The Hospital Disaster Controller can announce a change in recovery process, e.g. in the event of an extended downtime.

Responsibilities and instructions for retrospective data entry

Clinician	Responsibilities and Instructions
Nurse In Charge/ Area manager	Coordinate recovery process for patients in your area.
	Prioritise recovery actions to minimise risk.
	Liaise with Hospital Disaster Controller to determine need for additional staffing.
	Allocate staff for transcribing patient information.
Nurses	Inform eMR Unit (planned) or Hospital Disaster Controller (unplanned) when all patients in your area are back on the electronic system.
	Follow recovery process prioritised by Nurse in charge/area manager to transcribe all orders and charting into PowerChart for your patient.
	Enter medication administrations in the eMR for discontinued medication orders. (ensure they are entered before medications are cancelled by medical staff)
	Enter Nurse Initiated medication orders where applicable.
	Enter phone orders with witness' name where applicable.
	Update all relevant medication administration task except the latest ones as "Chart not done" with the reason "Downtime – see paper chart". Chart the last administrations like the usual administrations and sign off. This practise ensures that the minimum interval checking for medications is still intact.
Update Fluid Balance Chart input & output totals in 'other intake/output sources' OR enter detailed entries dependant on patient clinical requirements.	

	Annotate all charts with "Transcription complete", initial and date. Attach stickers located in the Downtime box to indicate paper charts are no longer in use.
	Enter Patient Care tasks i.e. Dressing changes, IV site checks as needed.
	Chart required assessment tasks such as risk assessments or Nursing Admission Assessment.
	Enter Patient history including Problems, Alerts, Height and Weight.
	CHW: Enter/modify Diets in Patient Management SCH: Enter/ modify Diet orders in Powerchart
Medical staff	Liaise with Nursing staff prior to discontinuing medications in PowerChart to ensure prior administration is charted.
	Medications started, modified or ceased during a downtime must be prescribed and or discontinued electronically as soon as possible, with attention paid to the next administration to ensure no duplication of medication occurs.
	Cancel all transcribed paper charts, annotate with "Transcription complete", initial and date. Attach stickers located in the Downtime box to indicate paper charts are no longer in use.
	Start date and time of new medication orders must be adjusted to the first actual administration time to ensure appear on the MAR.
	Update Problems, Diagnosis, Allergies, Discharge Medication Reconciliation and Discharge Summaries. Update Admission Reconciliation once notified by the pharmacist.
	For patients discharged during a downtime, the treating Doctor must complete and send any outstanding Discharge Summaries in PowerChart within 5 working days as per NSW Health Policy.
Senior Pharmacist	Coordination of Recovery process for pharmacy.
Ward Pharmacist	Assist medical staff with entry of medication orders for patients.
	Reconciliation of paper and electronic orders to complete recovery.
	Reconcile home Medications for newly admitted patients.
	Update Medication Verification and assigning of Products

5.5.2 Clean-up activities

- The Downtime boxes need to be restocked as a priority by the Ward Clerk or a nominated person.
- All paper documents used during the downtime will be retained in the patients' paper medical record and scanned into the patients' eMR by HIU at discharge. The 724 MAR print out, NIMC and all other paper documentation used during a downtime are the most comprehensive record of ordering, medication administration and documentation during a downtime. These documents remain the primary source for all clinicians if any questions arise.
- The eMR Unit User Support Coordinator (planned) or Hospital Disaster Controller (unplanned) needs to be notified once the Recovery for individual areas is complete.

The usual disaster stand down page will notify staff of the end of the downtime.

6 Accompanying forms (Downtime box content)

These forms can also be printed from the the staff information sheets added to this policy and [learning.kids](#).

- SCHN Downtime computer locations
- SCHN Downtime box content checklist
- Checklists
 - SCHN Checklist-Patient Bedside
 - SCHN Checklist-Team Leader
 - SCHN Checklist-Clerical staff
- Quick Reference guides from [learning.kids](#)
 - Checking 724 Downtime Viewer Status
 - 724 Downtime Viewer - Overview
 - 724 Downtime Viewer during Network Outage
 - Downtime-printing from the 724 Access Viewer
 - 724-Outpatient Downtime Viewer
- Workflows:
 - SCHN Downtime workflow-Pre-downtime instructions
 - SCHN Downtime workflow-Nursing
 - SCHN Downtime workflow-Medical
 - SCHN Downtime workflow-Pharmacist
 - SCHN Downtime workflow-Clerical
 - SCHN Retrospective Documentation after Downtime
- Diagrams:
 - What do I do during a downtime?
 - What do I do after a downtime?
- 724 Medication chart print out (example)
- NIMC print out (example)
- SCHN Inpatient Downtime log
- SCHN Outpatient Downtime Log
- SCHN 724 Downtime Audit Tool
- Downtime conversion stickers
- A4 red forms-'Stop using Powerchart'

- Downtime box sign

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