
THEATRES eMR DOWNTIME POLICY®

DOCUMENT SUMMARY/KEY POINTS

- This document describes the activities to be undertaken in Operation Suite when some or all of the Cerner Systems and its supporting integrated application is not available.

CHANGE SUMMARY

- New document
Content based on PowerChart Downtime Policy.

READ ACKNOWLEDGEMENT

- All managers should 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:	IT Trainer	Area/Dept: Information Services

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1 Commonly Used Abbreviations

Abbreviation	Definition
724 DTV	724 Downtime Viewer (backup program during downtime)
AHNM	After Hours Nurse Manager
AL window	Application window
BTF	Between the Flags (Observation Chart)
DTC	Downtime computer
eMM	Electronic Medication Management
eMR	Electronic Medical Record
FBC	Fluid Balance Chart
HDC	Hospital Disaster Controller
HIU	Health Information Unit
IT	Information Technology
MAR	Medication Administration Record
NIMC	National Inpatient Medication Chart
NUM	Nurse Unit Manager
PM	Patient Management
SCH	Sydney Children's Hospital
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)

Powerchart Downtime Policy	2018-041	Mar 27, 2018	Stefanie Hardingham (SCHN Informatics Manager)
Pharmacy Downtime Procedure		Pharmacy internal downtime procedure	Peter Barclay (Director of Pharmacy) David Luo (Pharmacist)
SESI eMR Downtime Procedures			CIO SESI

3 Overview

3.1 Downtime Definition

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

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. The 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 advance 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 should be logged as per the usual process via the SCHN IT Service Desk on 9845 0333 during business hours or the AHNM after hours who will triage appropriately.

If localised issues occur, the IT Service Desk should be contacted as per standard procedures. If multiple user's workstations are experience problems, notify the SCHN IT Service Desk of the extent of the problem.

It is important that issues are promptly reported to the SCHN 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 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 and emails. Whenever 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 it is not limited to pages, PAOver IP messages 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/Folders

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. For Theatres, the forms required for a downtime will be in folders in each theatre. All staff working regularly in the area need to be aware of the location of the Downtime folder and the procedures. The Downtime folders must be checked bi-monthly or following a downtime. The checklist for the Downtime folder content is stored on the MEMORY Intranet page of the eDisaster Intranet page. The Downtime folder needs to be refilled after each downtime by 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 period; they help streamline tasks during and after a downtime. Checklists are stored in the in the

Downtime box and accessible in electronic form from the MEMORY Intranet page or the eDisaster Intranet page.

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 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 DTC can only be accessed from the designated Downtime computers. These computers are located in all areas that are using the eMR. A list of all DTCs can be found on the eDisaster Intranet page. The DTCs are labelled with a pink sticker and the wall paper 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. They can 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) needs to access the 724 DTV daily to confirm the program is updating as expected. In case of a technical fault, inform the SCHN IT Service Desk immediately. Refer to the Quickstart '[Checking 724 Downtime Viewer Status](#)' on learning.kids or in the Downtime box for more 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 Quickstart '724 Downtime Viewer – Overview' and '724 Downtime Viewer during Network Outage' on the MEMORY Intranet page or in the Downtime box. Please refer to 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 medications 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. Pharmacy, Patient Administration and IT services have access to all patient charts (Facility DTC).

The information in 724 DTV needs to be printed for medication administration or transfers during a downtime. Areas with a Facility DTC can help with 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 for 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 98450000)
- 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 3.4.3.

5 SurgiNet/Anaesthesia is Unavailable

5.1 Key Considerations

- Ideally, downtime actions should NOT start until a 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 laptops are still working and/or some users still access to SurgiNet/Anaesthesia). Documentation must remain on paper until the downtime is over.
- During a downtime ALL users are required to stop using SurgiNet/Anaesthesia.
- 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 patient's details on the 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
8 weeks prior	All user email informing of the downtime	DCI
1-2 weeks prior	Assess if downtime training is needed for staff and organise	All
Day of downtime	Follow downtime checklist and assess readiness	All
90 minutes prior	Advise staff of timing and anticipated length of downtime and oversee pre-downtime preparation	NUM/TL
15 minutes prior	Check 724 DTV data is current	TL
10-15 minutes prior	Print relevant patient information from 724 DTV	NUM/TL
5 minutes prior	Attach RED A4 laminated card stating 'Stop using PowerChart' on the front of all computer and laptops.	Nominated person
During and after downtime	Follow Downtime and Recovery instructions	All Powerchart (SurgiNet/Anaesthesia) 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.	Nominated person

Start of downtime	Print relevant patient information from 724 DTV	NUM/TL
During and after downtime	Follow Downtime and Recovery instructions	All PowerChart (SurgiNet/Anaesthesia) users

5.4 Activities during a Downtime (Planned and Unplanned) at CHW

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 disciplines specific activities with particular priority stipulated. The activities include workflows during the theatres stay.

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

5.4.1 Nursing Downtime Instructions

(In SurgiNet) Stop to...	Downtime Procedure
Accessing electronic Patient Information	
...use the eMR	NUM/Floor Manager: Log into 724 DTV and coordinate the printing and distribution of patient information (e.g. medication chart, FBC) Nurse: Use the printed paper charts to document All: Review electronic patient information that hasn't been printed on the 724 DTV (e.g. progress notes, results).
...complete Surgical Case Data Record	Use the Clinical Procedure Safety Checklist paper form
	Use the Operation/Procedure Nursing Care Record – Part A (SMR090.025) and Operation/Procedure Nursing Care Record Part B (SMR090.026)
	Use the Implanted Prosthesis form
PACU Record	

...document PACU activities in the PACU Band	Use the Peri-Operative Record downtime form
Progress Notes and other Clinical Documentation	
...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 the Peri-Operative Record downtime form and other clinical documentation forms (e.g. BTF)
Medication and IV Fluid Orders	
...document the administration of medication and IV fluids on the MAR	<p>Review and document administration of medications and IV fluids on the 724 DTV printed chart for orders <i>existing prior to downtime</i></p> <p>Document administration of new medication and IV fluid orders on the NIMC (SMR 130.010) and Fluid order chart (SMR 120.007)</p>
Fluid Balance Chart	
...document Fluids 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)
Patient Transfers (Handover)	
...use PowerChart information for handover	Use paper charts, paper forms and 724 DTV for handover

5.4.2 Anaesthetist Downtime Instruction

(In Anaesthesia) Stop to...	Downtime Procedure
Accessing electronic Patient Information	
...use the eMR	Review electronic patient information that hasn't been printed on the 724 DTV (e.g. progress notes, results). Review paper documentation
Documentation of Pre-Anaesthetic Evaluation	
...complete Pre-Anaesthesia Evaluation PowerNoes	Use the downtime Anaesthetic Record
Documentation of Anaesthetic Record	
...documentation of observations	Use the downtime Anaesthetic Record
...document the administration of medications and IV fluids	Use the downtime Anaesthetic Record
...document clinical documentation	Use the downtime Anaesthetic Record
Documentation of Anaesthetic Post-Op Instructions	
...document Anaesthesia post-operative instructions	Use the downtime Anaesthetic Record
Pathology/Radiology Orders	
...order Pathology and Radiology requests in PowerChart	Order new pathology and radiology orders on paper requisition forms
Pathology Results	
...review Pathology results in PowerChart	Review past lab results on the 724 DTV Call Pathology to obtain urgent results
Radiology Results	
...review Radiology reports in PowerChart	Log into Syngo Web via the AL window icon to view radiology images and reports

5.4.3 Surgeon Downtime Instructions

(In SurgiNet) Stop to...	Downtime Procedure
Accessing electronic Patient Information	
...use the eMR	Review electronic patient information that hasn't been printed on the 724 DTV (e.g. progress notes, results). Review paper documentation
Documentation Operation Report	
...document SCHN Operation Report PowerNote	Use the Operation Record Sheet M17A
Ordering Emergency Surgeries	
...place new emergency surgery orders	Use the Operating Suite – Emergency Booking Form
Medication Orders	
...place new medication orders	Document/order surgeon specific medication orders given in theatre on the NIMC (SMR 1300.10)
IV Fluid Orders	
...place new fluid orders	Order IV fluid orders on the Fluid order chart (SMR 120.007)
Pathology/Radiology Orders	
...order Pathology and Radiology requests in PowerChart	Order new pathology and radiology orders on paper requisition forms
Pathology Results	
...review Pathology results in PowerChart	Review past lab results on the 724 DTV Call Pathology to obtain urgent results
Radiology Results	
...review Radiology reports in PowerChart	Log into Syngo Web via the AL window icon to view radiology images and reports

5.4.4 Admin Downtime Instructions

(In Scheduling) Stop to...	Downtime Procedure
...schedule surgical cases	Document surgical case appointments on paper

5.4.5 Philips Monitoring Downtime Instructions

(In Philips Monitoring) Stop...	Downtime Procedure
...device integration of Anaesthesia monitoring	Use the downtime Anaesthetic Record

5.5 Activities during a Downtime (Planned and Unplanned) – Shared Services

Shared services include Randwick Campus Operating Suite (RCOS), Cardiothoracic Theatres and Murnaghan Theatres. The following activities are for SCH patients with a Shared Service department.

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

NOTE: Activities in italics will become part of the downtime process when eMM and Anaesthesia module is implemented at SCH.

The content is broken down in discipline specific activities with particular priority stipulated. The activities include workflows during the theatres stay.

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

5.5.1 Nursing Downtime Instructions

(In SurgiNet) Stop to...	Downtime Procedure
Accessing electronic Patient Information	
...use the eMR	NUM/Floor Manager: Log into 724 DTV and coordinate the printing and distribution of patient information (e.g. medication chart, FBC) Nurse: Use the printed paper charts to document

	<p>All:</p> <p>Review electronic patient information that hasn't been printed on the 724 DTV (e.g. progress notes, results).</p>
...complete Surgical Case Data Record	Use the Clinical Procedure Safety Checklist paper form
	Use the Operation/Procedure Nursing Care Record – Part A (SMR090.025) and Operation/Procedure Nursing Care Record Part B (SMR090.026)
	Use the Implanted Prosthesis form
PACU Record	
...document PACU activities in the PACU Band	Use the Peri-Operative Record downtime form
Progress Notes and other Clinical Documentation	
...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 the Peri-Operative Record downtime form and other clinical documentation forms (e.g. BTF)
Medication and IV Fluid Orders	
...document the administration of medication and IV fluids on the MAR	<p>Review and document administration of medications and IV fluids on the 724 DTV printed chart for orders existing prior to downtime</p> <p>Document administration of new medication and IV fluid orders on the NIMC (SMR 130.010) and Fluid order chart (SMR 120.007)</p>
Fluid Balance Chart	
...document Fluids 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)
Patient Transfers (Handover)	

...use PowerChart information for handover	Use paper charts, paper forms and 724 DTV for handover
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5.5.2 Anaesthetist Downtime Instructions

(In Anaesthesia) Stop to...	Downtime Procedure
<i>Accessing electronic Patient Information</i>	
...use the eMR	<p><i>Review electronic patient information that hasn't been printed on the 724 DTV (e.g. progress notes, results).</i></p> <p><i>Review paper documentation</i></p>
<i>Documentation of Pre-Anaesthetic Evaluation</i>	
...complete Pre-Anaesthesia Evaluation PowerNoes	<i>Use the downtime Anaesthetic Record</i>
<i>Documentation of Anaesthetic Record</i>	
...documentation of observations	<i>Use the downtime Anaesthetic Record</i>
...document the administration of medications and IV fluids	<i>Use the downtime Anaesthetic Record</i>
...document clinical documentation	<i>Use the downtime Anaesthetic Record</i>
<i>Documentation of Anaesthetic Post-Op Instructions</i>	
...document Anaesthesia post-operative instructions	<i>Use the downtime Anaesthetic Record</i>
<i>Pathology/Radiology Orders</i>	
...order Pathology and Radiology requests in PowerChart	<i>Order new pathology and radiology orders on paper requisition forms</i>
<i>Pathology Results</i>	
...review Pathology results in PowerChart	<p><i>Review past lab results on the 724 DTV</i></p> <p><i>Call Pathology to obtain urgent results</i></p>
<i>Radiology Results</i>	

<i>...review Radiology reports in PowerChart</i>	<i>Log into Syngo Web via the AL window icon to view radiology images and reports</i>
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5.5.3 Surgeon Downtime Instructions

(In SurgiNet) Stop to...	Downtime Procedure
Accessing electronic Patient Information	
<i>...use the eMR</i>	Review electronic patient information that hasn't been printed on the 724 DTV (e.g. progress notes, results). Review paper documentation
Documentation Operation Report	
<i>...document SCHN Operation Report PowerNote</i>	Use State Operation/Procedure Report
Ordering Emergency Surgeries	
<i>...place new emergency surgery orders</i>	<i>Use the Operating Suite – Emergency Booking Form</i>
Medication Orders	
<i>...place new medication orders</i>	<i>Document surgeon specific medication orders given in theatre on the NIMC (SMR 1300.10)</i>
IV Fluid Orders	
<i>...place new fluid orders</i>	<i>Order IV fluid orders on the Fluid order chart (SMR 120.007)</i>
Pathology/Radiology Orders	
<i>...order Pathology and Radiology requests in PowerChart</i>	Order new pathology and radiology orders on paper requisition forms
Pathology Results	
<i>...review Pathology results in PowerChart</i>	Review past lab results on the 724 DTV Call Pathology to obtain urgent results
Radiology Results	

...review Radiology reports in PowerChart	Log into Syngo Web via the AL window icon to view radiology images and reports
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5.5.4 Admin Downtime Instructions

(In Scheduling) Stop to...	Downtime Procedure
...schedule surgical cases	Document surgical case appointments on paper

5.6 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

5.6.1 Retrospective Data Entry

Key considerations

- Continue paper charting until the case is complete.
- All cases during downtime must be retrospectively entered and updated within the SurgiNet component of PowerChart.
- During the recovery process, staff may be required to update the SurgiNet component of PowerChart for activities documented by other staff.
- Photocopies of paper documentation (nursing documentation) are required so the originals can be kept with the patient's chart and the photocopies to be given to the Theatres Data Manager for retrospective data entry.
- Anaesthetic and Surgeon paper documentation are not required to be retrospectively entered.

Responsibilities and instructions for retrospective data entry

Nurse in Charge	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.
Nurses	Follow recovery process prioritised by nurse in charge.

Anaesthetists/Surgeons	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 no longer in use.
Data Manager	Retrospective entry of the Operation Procedure Nursing Care Record Part A. This is required for KPI reporting.
	Retrospecting entry of the Implanted Prosthesis form. This is required for billing.
	Retrospective entry of the PACU Downtime report (times and attendance). This is required for KPI reporting.
Admin	Re-entering theatre appointments for retrospective data entry.

5.6.2 Clean-up Activities

- The Downtime boxes/folders need to be restocked as a priority by a nominated person.
- All paper documents used during the downtime will be retained in the patient's paper medical record and scanned into the patient's 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 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.

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