

MEDTASKER DOWNTIME POLICY®

DOCUMENT SUMMARY/KEY POINTS

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

CHANGE SUMMARY

- N/A – process already in practice at SCHN; changes to develop a SCHN policy.
- Updates to links
- Update and addition of Quickstart information sheet for staff

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:	Policy, Procedure and Guideline Committee	
Date Effective:	1 st November 2021	Review Period: 3 years
Team Leader:	Director of Medical Services and Clinical Governance	Area/Dept: Clinical Governance

TABLE OF CONTENTS

1	Introduction	3
1.1	Purpose of this document.....	3
1.2	Intended Audience.....	3
2	Summary	3
	<i>Potential causes for loss of Medtasker system functionality are:</i>	<i>4</i>
3	Downtime Flowchart	6
4	Downtime Process	7
4.1	Backup Medtasker Files	7
4.2	Printing Backup Medtasker Files	7
5	Return to Normal Process	8
5.1	Manual Reconciliation of Tasks and Rosters	8
6	Designated Downtime Computers	8
	Appendix A – Sample Backup Task List	9
	Appendix B – Sample Backup Roster List	10
	Appendix C – Quickstart - Medtasker Downtime Files and Processes	11

1 Introduction

1.1 Purpose of this document

This downtime policy details an agreed process for continuing clinical care in the event of Medtasker system downtime or significant loss to Medtasker functionality. The process incorporates backup paper task lists and rosters.

This plan includes guidelines on how to return to normal operations once Medtasker functionality resumes, including the manual steps required to synchronise the tasks and rosters.

1.2 Intended Audience

This document has been prepared for the SCHN and Nimblic (creators of Medtasker) project teams and stakeholders.

All designated SCHN clinical leaders will have access to this document via standard SCHN processes.

2 Summary

This policy is initiated when an adverse Medtasker event occurs which prevents or impacts normal operational processes and is used to ensure business processes and procedures continue. This policy can be initiated at any time and involves all staff in the affected area(s).

In case of after hours outages, contact is made with both Afterhours Nurse Managers (AHNM)/Patient Flow at Westmead and Randwick and emails are sent to a target group. The target group is Afterhours Nurse Managers (AHNM)/Patient Flow, Chief Resident Medical Officers (CRMO) and their Deputies (DCRMO), on-call executive staff and the Directors of Medical Services (DMS) at Westmead and Randwick.

To support ongoing clinical care, a snapshot of the Medtasker system is taken every 15 minutes and backed up as a series of CSV files on a shared folder accessible to authenticated Medtasker users. These backup files will provide the necessary information to facilitate the printing and ongoing manual management of tasks and rosters.

The CSV file is located currently on <\\mcf07.nch.kids\shared\Medtasker\bcp> (K:\Medtasker\BCP) and will be automatically copied to C:\Medtasker\BCP on the downtime computers in clinical areas which will be used to review Medtasker files.

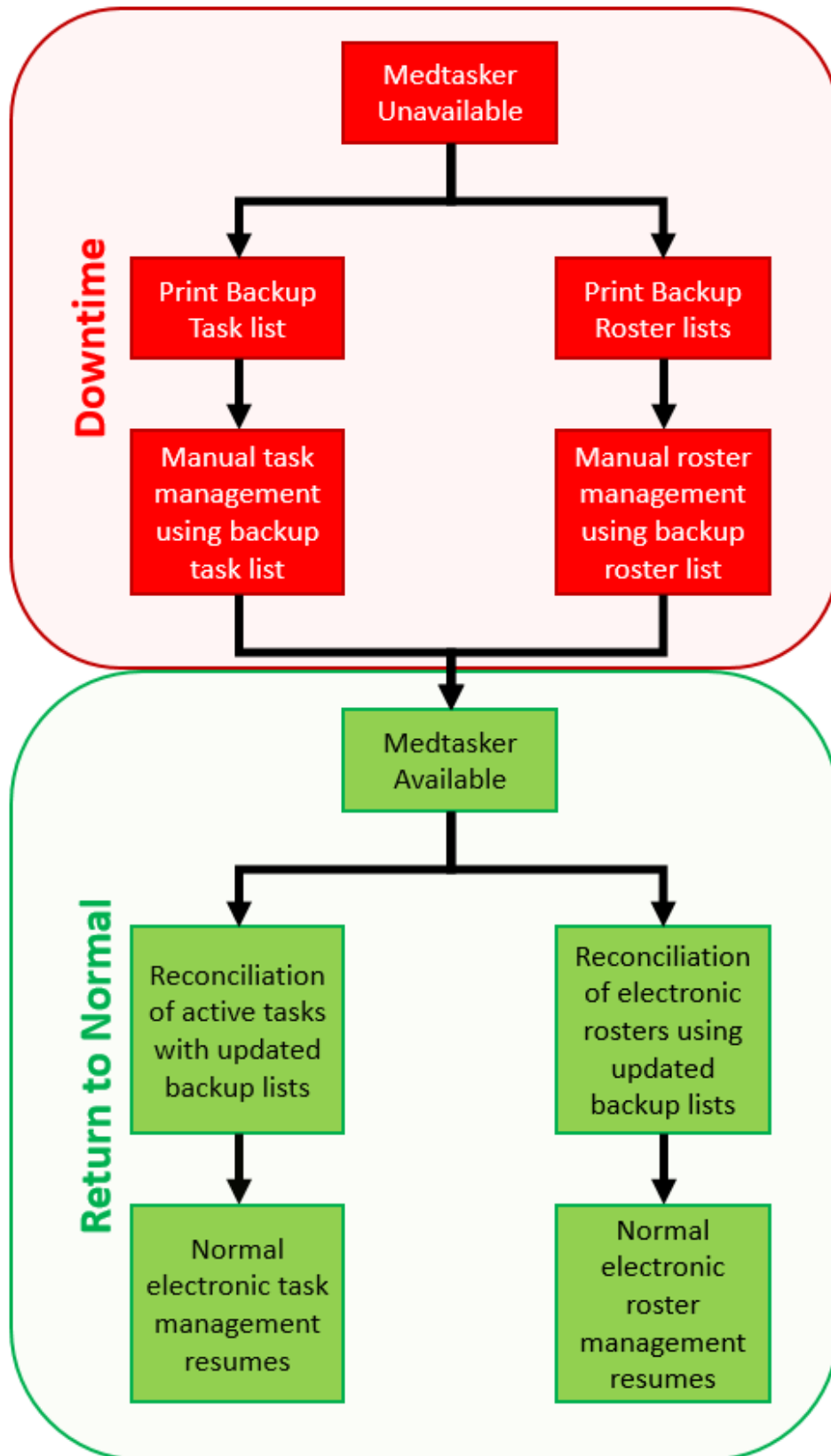
In the event of a SCHN downtime the files can be accessed from the <\\mcf07.nch.kids\shared\Medtasker\bcp> if needed as part of the Disaster Response. The HSFAC (Disaster lead) and SCHN Disaster Co-ordinator have access to these files.

Potential causes for loss of Medtasker system functionality are:

Potential Cause	Frequency	Effect on Medtasker	Downtime Requirement
SCHN network failure	Unscheduled	Medtasker mobile and desktop applications may be unusable. BCP backup files will be inaccessible.	Follow SCHN downtime processes (use mobile/desk phone/pager communications) <i>i.e. downtime process is to not use any computer – go to paper</i> Complete downtime process; however backup files may be retrieved from designated downtime computers.
Medtasker application server downtime	Scheduled and unscheduled	Medtasker's mobile and desktop applications will be unusable.	Use mobile/desk phone/pager communications or contact switch Complete downtime process.
SCHN data centre downtime	Scheduled and unscheduled	Medtasker's mobile and desktop applications will be unusable.	Follow SCHN downtime processes (use mobile/desk phone/pager communications) <i>i.e. downtime process is to not use any computer – go to paper</i> Complete downtime process.
Active Directory downtime	Scheduled and unscheduled	Medtasker's mobile and desktop applications will be unusable.	Use mobile/desk phone/pager communications or contact switch Complete downtime process.
Wi-Fi network downtime	Scheduled and unscheduled	Medtasker's mobile application will use the cellular (3G/4G/5G) network. Medtasker's desktop application will function normally.	Mobiles will convert to 3G/4G/5G networks. Use desktop PCs where/when appropriate.
Cellular network downtime	Unscheduled	Medtasker's mobile application will be unusable unless connected to a Wi-Fi network. Medtasker's desktop application will function normally.	Use Medtasker on Wi-Fi where accessible, or desk phones, pages or contact switch. Use desktop PCs where/when appropriate.

Potential Cause	Frequency	Effect on Medtasker	Downtime Requirement
<p>Patient Administration System (PAS) and/or Emergency Department System downtime</p> <p>i.e. iPM, Cerner PowerChart, Cerner FirstNet</p>	Scheduled and unscheduled	Medtasker available on mobile and desktop, but new admission and patient movements will not be updated.	<p>Work arounds (available on both the Desktop and Mobile App) include:</p> <ul style="list-style-type: none"> - A note can be left in the free text field by the task sender if they notice an inaccuracy with the patient details. - If the patient is not showing up in the search (new admission), a task "unrelated to patient" can be sent with the patient details entered in the free text field. An image upload to PowerChart would not be possible against the patient's clinical record. <p>If using a PC, you can amend actual bed location prior to sending the task or message.</p>
<p>Electronic Medical Record System downtime</p> <p>i.e. Cerner Power Chart</p>	Scheduled and unscheduled	Users will be unable to upload images from Medtasker to the Electronic Medical Record.	<p>None – can continue to use Medtasker, but uploading images to the clinical record will be delayed until Cerner is back online.</p> <p>Images can be viewed via the Document Imaging Citrix portal.</p>

3 Downtime Flowchart



4 Downtime Process

Upon experiencing a prolonged issue with Medtasker application connectivity, a Downtime Process may be initiated.

Backup lists are used to support ongoing clinical care and task management during a downtime.

These backup lists are automatically stored as accessible backup files at the following location (accessible by authenticated Medtasker users):

Original downtime files are located at K:\Medtasker\BCP.

Access to these files is provided by the SCHN Disaster Co-ordinator.

- Shortcuts are available for these files:
 - CHW: K:\Patient Flow\Disaster Management
 - SCH: P:\BedMan\Emergency Plan

4.1 Backup Medtasker Files

Backup files are stored in a shared folder location and updated every 15 minutes on the hour.

The Medtasker backup files are saved to K:\Medtasker\BCP and copied to the downtime computers (C:\Medtasker\BCP) every 05, 20, 35, 50 minutes of every hour.

The following table lists and defines the files backed up from the Medtasker system:

Backup Filename	Description	Audience
1. active-tasks.csv Original Files: K:\Medtasker\BCP Downtime PCs: C:\Medtasker\BCP	A complete list of all active tasks at the time of backup, excluding completed or cancelled tasks. Available on downtime computers C:\Medtasker\BCP	Team leaders and/or AHNM
2. roster-day1-today.csv Original Files: K:\Medtasker\BCP Downtime PCs: C:\Medtasker\BCP	A snapshot of today's roster taken at the time of backup Available on downtime computers C:\Medtasker\BCP	End users & Managers

A sample backup task list can be found in [Appendix A](#) and a sample backup roster list in [Appendix B](#).

4.2 Printing Backup Medtasker Files

Each backup file should be opened in Microsoft Excel and printed or saved locally for use.

All back up files are read only.

It is recommended that if manipulation of the file is required, users save a copy of the file to a location on the local PC prior to editing and saving the file.

5 Return to Normal Process

5.1 Manual Reconciliation of Tasks and Rosters

The Medtasker application will require a manual update to be reconciled with the information from the paper backup lists, for both tasks and changes to rosters.

It is recommended that:

- Priority be given to reconciling active tasks in Medtasker to reflect updated statuses of tasks.
- Tasks that were manually requested during the downtime and are still active at the time system functionality resumes be requested in Medtasker to facilitate a single task management process.

Should a prolonged downtime occur, a decision may be made by SCHN to cancel all outstanding tasks and to specify that the cancellation occurred due to system downtime. The Medtasker support team can facilitate this action should it be required. Requests can be made via SCHN IT Service Desk SCHN-ITServiceDesk@health.nsw.gov.au, extension 02 9845-0333 or via switchboard after hours - Westmead 02 9845-0000 or Randwick 02 9382 1111.

6 Designated Downtime Computers

In the event SCHN's network is down, shared folder access will be unavailable and therefore Medtasker backup files will be inaccessible.

The original files are copied to the downtime computers (C:\Medtasker\BCP) every 05, 20, 35, 50 minutes of every hour.

A **Quickstart - Medtasker Downtime Files and Processes** has been placed in the ward downtime boxes. An example of this document can be seen in [Appendix C](#).

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Appendix A – Sample Backup Task List

NB: The task list is not easily displayed in this policy so a summary of what's captured in the task list is: information about the recipient, sender and patient (including bed number); urgency; procedure type; date sent; status and escalation information; redirects or replies; patient history and observations; time-stamps and other coded information for data-analytics.

Recipient team	Recipient responsibility	Recipient level	Recipient phone	Recipient pager	Urgency	Sender	Sender role	Sender contact	COA (date)	COA (reason)	Patient name	Patient phone	Patient MRN	PatientDOB	Patient age	Patient gender	PatientRoom	Patient ward	Patient bed	Status	Type	Description	Sent at	Date	Accepted	Replied	Completion/escalated	Escalated	# Reduces	# Replies	Repplies	History	Sent to recipient (MRN)	Accepted by recipient (phone)	Time to complete (minutes)	Time to complete (hours)	Observations	Patient team code	Patient ward code	Recipient ADI extension #	Sender ADI extension #	COA ADI extension #	Task last updated	Orderly from code	Orderly from code	Orderly to code	Orderly to code	Equipment	Special requirements	Tasked			
HR House	Schedule	Request	self member name	6176	Routine	self member name	Nurse	61104			Patient family name	Patient phone name	00000044	admissions	12	male	Neurology	Commercial Transfer West	6	Completed	IC Consultation	IC needs review & the regular dose of Metoprolol	16/05/2021 7:24		NA	NA	16/05/2021 10:00	16/05/2021 8:04	0	0		Request Sent By self member name To self member name At 16/05/2021 07:24 01:40:46 Request Accepted By self member name At 16/05/2021 08:20:51 Request Task Not completed within 60 minutes Request Cancelled By sender member name At 16/05/2021 08:50:02 Reason Not booked	165	NA	NA	NA	no response from the bank yet	Neurology_CDRM	CT	07000	2022022	0606060	16/05/2021 10:00										6176-188-010-1-16-05-2021-0606060
HR House	Schedule	Request (F10, C26, C26)	self member name	6104	Routine	self member name	Nurse	61104			Patient family name	Patient phone name	00000014	admissions	12	male	Neurology & Oncology	CRP Laboratory Coverage SCI	2	Completed	Chief Registrar instructions	Get an interim case chart (check on bank you)	16/05/2021 7:10	16/05/2021 7:10	NA	NA	16/05/2021 7:24	NA	0	0		Request Sent By self member name To self member name At 16/05/2021 07:10:41 Request Accepted By self member name At 16/05/2021 07:19:33 03:45:43 Request Completed By self member name At 16/05/2021 07:24:22	1	5	NA	5	no bank done at 1300 hours please	Neurology_Coverage_SCI	C_DRM	C_DRM_201	2022022	0606060	16/05/2021 7:24							61104-026-010-1-16-05-2021-0606060			
HR House	Surgical	Request	self member name	6201	Routine	self member name	Nurse	61104			Patient family name	Patient phone name	00000040	admissions	9	female	Neurology	Commercial Transfer West	19	Completed	Pathology - Other	IC needs blood done at CT05	16/05/2021 6:53	16/05/2021 7:00	16/05/2021 6:53	NA	16/05/2021 7:41	NA	1	0		Request Sent By self member name To self member name At 16/05/2021 06:53:42 Request Accepted By self member name At 16/05/2021 06:57:27 01:43:45 Request Task Not completed within 60 minutes Request Cancelled By sender member name At 16/05/2021 07:13:38	1	49	NA	49	42 BP ranging between 150/80-190/100	Neurology_CDRM	CT	07019	2022022	0606060	16/05/2021 7:41								1617040-450-1-16-05-2021-0606060		
HR House	Surgical	Request	self member name	6201	Routine	self member name	CRRM CRRM Team Senior Lecturer CRRM	6641			Patient family name	Patient phone name	00000040	admissions	12	male	Surgery	CRRM	12	Completed	Transfer Pathology	IC needs blood done at CT05	16/05/2021 6:46	16/05/2021 6:47	NA	16/05/2021 8:11	NA	1	1		Request Sent By self member name To self member name At 16/05/2021 06:46:41 Request Accepted By self member name At 16/05/2021 06:57:27 01:43:45 Request Task Not completed within 60 minutes Request Cancelled By sender member name At 16/05/2021 07:13:38	2	84	NA	80	CRRM will not receive blood results	CRRM_CDRM	CY	07010	2022022	0606060	16/05/2021 8:11								1617040-450-1-16-05-2021-0606060			
HR House	Serious Ill (SC)	Request	self member name	6627	Routine	self member name	Nurse	61013			Patient family name	Patient phone name	00000044	admissions	8	female	Cardiac Surgery	Edge of East	5	Completed	Other	BP irregular - ongoing monitoring	16/05/2021 6:43	16/05/2021 6:55	NA	16/05/2021 6:55	NA	0	0		Request Sent By self member name To self member name At 16/05/2021 06:43:29 Request Accepted By self member name At 16/05/2021 06:59:47 03:45:43 Request Completed By self member name At 16/05/2021 06:59:49	14	5	NA	14	Serial Fluorescent 2/2 normal	Cardiac_Surgery_CDRM	CDM	020000	2022022	0606060	16/05/2021 6:55								07040-450-1-16-05-2021-0606060			
HR House	Respiratory (F20, C26, C26, C26)	Request	self member name	66113	Routine	self member name	Nurse	61207			Patient family name	Patient phone name	00000044	admissions	13	male	Neurology & Oncology	CRP Laboratory Coverage SCI	05:00:00	Completed	Pathology - Other	CRRM will not receive blood results	16/05/2021 6:37	16/05/2021 6:42	NA	16/05/2021 6:50	NA	0	0		Request Sent By self member name To self member name At 16/05/2021 06:37:41 Request Accepted By self member name At 16/05/2021 06:52:49 03:45:43 Request Completed By self member name At 16/05/2021 06:52:52	4	8	NA	13	No result/No MRN to TIA	Neurology_Coverage_SCI	C_DRM	C_DRM_201	2022022	0606060	16/05/2021 6:50									61113-026-010-1-16-05-2021-0606060		
HR House	Schedule	Request	self member name	6176	Routine	self member name	Nurse	61361			Patient family name	Patient phone name	00000044	admissions	1	male	Oncology	Victory West	7	Cancelled	Transfer Pathology	Serial Fluorescent 2/2 normal	16/05/2021 6:32	16/05/2021 6:42	NA	16/05/2021 10:00	NA	0	1		Request Sent By self member name To self member name At 16/05/2021 06:32:31 Request Accepted By self member name At 16/05/2021 06:42:27 01:43:45 Request Task Not completed within 60 minutes Request Cancelled By sender member name At 16/05/2021 06:50:00 Reason Not booked	5	NA	NA	NA	Fluorescent 2/2 normal	Oncology_CDRM	VWR	VWR07	2022022	0606060	16/05/2021 10:00									6176-188-010-1-16-05-2021-0606060		
HR House	Serious Ill (SC)	Request	self member name	6627	Routine	self member name	CRRM CRRM Team Senior Lecturer CRRM	6108			Patient family name	Patient phone name	00000050	admissions	3	male	Emergency Medicine	Emergency Department SCI	02	Completed	Ambulance	ambulance	16/05/2021 6:30	16/05/2021 6:30	NA	16/05/2021 6:32	NA	0	7		Request Sent By self member name To self member name At 16/05/2021 06:30:11 Request Accepted By self member name At 16/05/2021 06:39:51 03:45:43 Request Completed By self member name At 16/05/2021 06:39:54	1	3	NA	3		Emergency_SCI	EMER02	EM_02P	0604024	0611051	0648021	16/05/2021 6:44								1617040-450-1-16-05-2021-0606060		
HR House	Serious Ill (SC)	Request	self member name	6627	Urgent	self member name	Nurse	6600003			Patient family name	Patient phone name	1604204	admissions	14	male	Emergency Medicine	Emergency Department CDM	02	Completed	Procedure - Other	Fluorescence angiography	16/05/2021 6:24	16/05/2021 6:34	NA	16/05/2021 6:35	NA	1	1		Request Sent By self member name To self member name At 16/05/2021 06:24:03 Request Accepted By self member name At 16/05/2021 06:42:27 01:43:45 Request Task Not completed within 60 minutes Request Cancelled By sender member name At 16/05/2021 06:50:00 Reason Not booked	10	1	NA	11		Emergency_CDM	CC	CC_0000	0604024	0644024	0648021	16/05/2021 6:35									1617040-450-1-16-05-2021-0606060	
HR House	Serious Ill (SC)	Request	self member name	6627	Routine	self member name	Nurse	6600003			Patient family name	Patient phone name	1604204	admissions	3	male	Emergency Medicine	Emergency Department SCI	02	Completed	Procedure - Other	Fluorescence angiography	16/05/2021 6:20	16/05/2021 6:42	NA	16/05/2021 6:44	NA	1	0		Request Sent By self member name To self member name At 16/05/2021 06:20:11 Request Accepted By self member name At 16/05/2021 06:42:27 01:43:45 Request Task Not completed within 60 minutes Request Cancelled By sender member name At 16/05/2021 06:50:00 Reason Not booked	20	3	NA	23		Emergency_SCI	EMER02	EM_02P	0604024	0644024	0648021	16/05/2021 6:44									0647040-450-1-16-05-2021-0606060	

Appendix B – Sample Backup Roster List

Team	Responsibility	Level	Shift start	Shift end	Staff member	Contact	Is Divert	Divert reason	# Diverts	Time assigned
After Hours	Gen Med CSSU Resident	RMO	15/03/2021 16:00	16/03/2021 0:00	staff member name	7361				15/03/2021 16:59
After Hours	Gen Med CSSU Resident	RMO	15/03/2021 23:00	16/03/2021 8:00	staff member name	7361				15/03/2021 23:07
After Hours	Gen Med CSSU/Admissions	Registrar	15/03/2021 23:00	16/03/2021 8:00	staff member name	6168				15/03/2021 23:09
After Hours	Gen Med Ward	Registrar/RMO	15/03/2021 23:00	16/03/2021 8:00	staff member name	6064				15/03/2021 23:01
After Hours	RMO/Reg (C1SW, C3S, C3W, C3SW, C3N)	Registrar	15/03/2021 23:00	16/03/2021 9:00	staff member name	44137				15/03/2021 23:05
After Hours	Registrar (C1S, C2S, C2W)	Registrar	15/03/2021 23:00	16/03/2021 9:00	staff member name	44104				15/03/2021 23:42
After Hours	Senior on Site (SOS)	Registrar	15/03/2021 23:00	16/03/2021 8:00	staff member name	6657				15/03/2021 23:18
After Hours	Senior on Site (SOS)	Senior Registrar	15/03/2021 23:00	16/03/2021 9:00	staff member name	45234				15/03/2021 23:02
After Hours	Subspecialty	Registrar	15/03/2021 23:00	16/03/2021 8:00	staff member name	6176				15/03/2021 23:11
After Hours	Surgical	Resident	15/03/2021 23:00	16/03/2021 8:00	staff member name	6081				15/03/2021 23:11
C1S - Renal/Cardiac/Surgical Infants SCH	Team Leader	Nurse	15/03/2021 21:30	16/03/2021 7:30	staff member name					16/03/2021 1:03
C2S - Neuro/Orthopaedic SCH	Team Leader	Nurse	15/03/2021 21:30	16/03/2021 7:30	staff member name					15/03/2021 22:31
C3SW - Mental Health Ward SCH	Team Leader	Nurse	15/03/2021 21:30	16/03/2021 7:30	staff member name					16/03/2021 1:30
Camperdown Ward	Team Leader (Long Shift)	Nurse	15/03/2021 19:30	16/03/2021 8:00	staff member name	7086				15/03/2021 21:54
Clancy	Team Leader (Long Shift)	Nurse	15/03/2021 19:30	16/03/2021 8:00	staff member name	6641				15/03/2021 21:49
Clubbe Ward	Team Leader	Nurse	15/03/2021 22:00	16/03/2021 8:00	staff member name	7241				15/03/2021 23:49
Edgar Stephen Ward	Team Leader (Long Shift)	Nurse	15/03/2021 19:30	16/03/2021 8:00	staff member name	6908				15/03/2021 21:19
Edgar Stephen Ward	Team Leader (Short Shift)	Nurse	15/03/2021 22:00	16/03/2021 8:00	staff member name	6908				15/03/2021 21:20
Hunter Baillie Ward	Team Leader (Long Shift)	Nurse	15/03/2021 19:30	16/03/2021 8:00	staff member name	7089				15/03/2021 22:45
Nursing	After Hours	Nurse Manager	15/03/2021 22:00	16/03/2021 8:00	staff member name	6056				15/03/2021 23:18
Orthopaedic Ward	Team Leader	Nurse	15/03/2021 19:30	16/03/2021 8:00	staff member name	6091				15/03/2021 21:13
Psychiatry	On Call	Registrar	15/03/2021 16:00	16/03/2021 8:00	staff member name					15/03/2021 17:47
Surgical Ward	Team Leader (Long Shift)	Nurse	15/03/2021 19:30	16/03/2021 8:00	staff member name	6834				15/03/2021 20:57
Wade Ward	Team Leader	Nurse	15/03/2021 22:00	16/03/2021 8:00	staff member name	6940				15/03/2021 22:08

Appendix C – Quickstart - Medtasker Downtime Files and Processes

Quickstart

Medtasker Downtime Files and Processes

In downtime:

1. Go to C:\Medtasker\BCP
2. Open and save the active-tasks.csv file and print it. *This shows you a complete list of active tasks*
3. Review and follow up tasks on this list
4. Open and save the roster-day1-today.csv file and print it. *This a snapshot of the days roster.*

Backup Files

Backup Filename		Description	Audience
3.	active-tasks.csv	<ul style="list-style-type: none"> · A complete list of all active tasks at the time of backup, excluding completed or cancelled tasks · Open and save a copy. Autofilter in Excel to find your ward(s), review tasks which were active at downtime. · Priority be given to reconciling active tasks in Medtasker to reflect updated statuses of tasks. · Tasks that were manually requested during the downtime and are still active at the time system functionality resumes be requested in Medtasker to facilitate a single task management process. 	Team leaders and/or AHNM
4.	roster-day1-today.csv roster-day2-tomorrow.csv roster-day3.csv roster-day4.csv roster-day5.csv roster-day6.csv roster-day7.csv	<ul style="list-style-type: none"> · A snapshot of today's roster taken at the time of backup · Available on downtime computers C:\Medtasker\BCP · Open and save a copy. Review staff who were on shift at downtime. 	End users & Managers

Downtime Causes and Requirements

Potential Cause	Frequency	Effect on Medtasker	Downtime Requirement
SCHN network failure	Unscheduled	<p>Medtasker mobile and desktop applications may be unusable.</p> <p>BCP backup files will be inaccessible.</p>	<p>Follow SCHN downtime processes (use mobile/desk phone/pager communications) <i>i.e. downtime process is to not use any computer – go to paper</i></p> <p>Complete downtime process; however backup files may be retrieved from designated downtime computers.</p>

Potential Cause	Frequency	Effect on Medtasker	Downtime Requirement
Medtasker application server downtime	Scheduled and unscheduled	Medtasker's mobile and desktop applications will be unusable.	Use mobile/desk phone/pager communications or contact switch Complete downtime process.
SCHN data centre downtime	Scheduled and unscheduled	Medtasker's mobile and desktop applications will be unusable.	Follow SCHN downtime processes (use mobile/desk phone/pager communications) <i>i.e. downtime process is to not use any computer – go to paper</i> Complete downtime process.
Active Directory downtime	Scheduled and unscheduled	Medtasker's mobile and desktop applications will be unusable.	Use mobile/desk phone/pager communications or contact switch Complete downtime process.
Wi-Fi network downtime	Scheduled and unscheduled	Medtasker's mobile application will use the cellular (3G/4G/5G) network. Medtasker's desktop application will function normally.	Mobiles will convert to 3G/4G/5G networks. Use desktop PCs where/when appropriate.
Cellular network downtime	Unscheduled	Medtasker's mobile application will be unusable unless connected to a Wi-Fi network. Medtasker's desktop application will function normally.	Use Medtasker on Wi-Fi where accessible, or desk phones, pages or contact switch. Use desktop PCs where/when appropriate.
Patient Administration System (PAS) and/or Emergency Department System downtime i.e. iPM, Cerner PowerChart, Cerner FirstNet	Scheduled and unscheduled	Medtasker available on mobile and desktop, but new admission and patient movements will not be updated.	Work arounds (available on both the Desktop and Mobile App) include: <ul style="list-style-type: none"> - A note can be left in the free text field by the task sender if they notice an inaccuracy with the patient details. - If the patient is not showing up in the search (new admission), a task "unrelated to patient" can be sent with the patient details entered in the free text field. An image upload to PowerChart would not be possible against the patient's clinical record. <p>If using a PC, you can amend actual bed location prior to sending the task or message.</p>

Potential Cause	Frequency	Effect on Medtasker	Downtime Requirement
Electronic Medical Record System downtime i.e. Cerner Power Chart	Scheduled and unscheduled	Users will be unable to upload images from Medtasker to the Electronic Medical Record.	None – can continue to use Medtasker, but uploading images to the clinical record will be delayed until Cerner is back online. Images can be viewed via the Document Imaging Citrix portal.

