BCA- Admission, Emergency and Labor & Delivery Quick Start Guide

The purpose of the Quick Start Guide is to provide users with the steps to do during downtime and how to reconcile the Downtime CSNs once the Epic system becomes available.

Admission & ED Registration
Procedure During Downtime
- Notify all users of the downtime as quickly as possible.
- Patient Access staff will access the BCA web tool to arrive and admit patient when internet connection is available. If internet connection is unavailable revert to paper process.
- Document critical patient information, such as events, times, and downtime MRNs, on standard downtime paper documentation.

Recovery Steps:
- Communicate system availability to users.
- Arrive patients who were admitted during the downtime and assign the downtime MRN and CSN.
- Enter all ADT events that occurred during the downtime and back-date them to the appropriate times.
- Assign hospital accounts to newly admitted patients.
- Restart the Today's Patients Report.

Labor & Delivery
- Labor & delivery isn't supported in BCA Web Data Entry. The users will document L&D admissions, and L&D deliveries on paper during downtime and perform manual recovery when the system is accessible.

Recovery Steps (suggested steps for L&D)
- Deliver and transfer the mother and baby to the appropriate unit for mothers already in the Labor and Delivery department when the system entered a downtime.
- Update the status to Admitted for patients in an Assessment status and place patients in the appropriate Labor and Delivery bed.
- Arrive patients with an Assessment status and admit or discharge as appropriate for patients who arrived in Labor and Delivery during the downtime.
- Deliver patients in the system and transfer to appropriate beds if the patient also delivered during the downtime.
- Print a census for each unit and perform a manual validation of patient locations once all mothers and infants have been admitted or discharged and all transfers are complete.

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Reconcile CSNs after a downtime-
When your department/RHM comes out of a downtime, downtime events need to be reconciled in Hyperspace.

A. Information entered in BCA Web during downtime automatically reconciles with information already in the system.
B. CSNs tracked on paper need to be manually entered:
   1. On the main toolbar, click 🧍 Downtime Patient Station.
   2. In the Patient Lookup window, enter the patient's information and click Find Patient.
   3. If the patient has been to your organization before, select their name from the search results and click Accept. If the patient is new to your organization, click New.
   4. Complete the appropriate arrival information for the encounter.

Note: if the patient was admitted to the hospital during the downtime, click ⤵New Admission. If the patient arrived in the ED, click 🚑New ED Arrival.

   5. Enter relevant patient information in any windows that appear, such as demographics, guarantor, and coverage details, and click Accept until the Downtime CSN Entry window appears. In the Downtime CSN Entry window, enter the patient's downtime CSN.
   6. Click Accept.