



What is BCA?

Business Continuity Access, or BCA, is Epic's strategy and functionality to ensure operations during all types of downtimes, i.e. server downtime, network downtime or power outages.

TogetherCare Downtime Tools

- BCA PCs
- BCA Web and Data Entry
 - Registrars have the ability to enter in Admissions, Discharges and Transfers
- Shadow Read Only (SRO) Environment

Core BCA reports containing the most critical patient information are configured to the BCA PCs and Web.

Grand Central Downtime Reports

Grand Central provides one downtime report: Downtime Census Report.

- The **BCA ADT Census** report provides information so Patient Access staff can do an Admission, Transfer, Discharge or update any of those events. This report contains information such as name, MRN, bed, unit, accommodation code and service. This report is refreshed every 15 minutes.

Downtime Forms

- Ensure your paper forms related to downtime used currently with Legacy and then with TogetherCare EMR are optimized to complement your workflows with the TogetherCare EMR. If you are using any forms that have a Legacy batch scanning bar code, please ensure this code is covered.
- This form will be used when there is an unexpected downtime and during the time until BCA WDE (Web Data Entry) is turned on.
- On this form you will list all the information you have and then enter back into Epic when it is back up.

BCA WDE

Track patients during downtime

You can continue to access patient information during downtime that occurs as a part of planned maintenance or as a result of an unexpected event. During downtime, use BCA Web Data Entry to track events:

- Create new patient records
- Look up existing patient records
- Admit, transfer, and discharge patients
- Delete documented events



BCA Web Data Entry does not support labor and delivery or hospital outpatient department workflows. Talk to your supervisor about how downtime information should be tracked in these departments.



During downtime, you can only access preadmissions that fall within seven (7) days. If a patient whose preadmission falls outside the time range arrives for his admission, create a new admission event for the patient. The preadmission can be reconciled with the new admission when the downtime is over.

Bed planning

During downtime, you will need to track any patient movements (admissions, discharges, transfers). You should track events on your copy of the downtime census report. Bed planning updates that occurred during downtime must be reconciled prior to the system going back up.

EVS and Transport (Mobile devices)

During downtime, you will need to revert back to phone calls.

- Make phone calls to the EVS and Transport command center (wall phone, desk phone, mobile devices VOIP (if available), personal devices, unit phones of the department where they are currently working)
- Add contact phone numbers for your area
- A supervisor/lead will need to update and maintain the EVS command center and Transport command center. Ensuring jobs have been completed and or cancelled if completed during downtime.

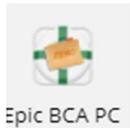
Print reports during downtime

During downtime, you can use BCA PC to:

- View and print critical patient information
- Run reports at specific intervals

Log in to BCA PC

1. Double-click the icon for BCA PC on a designated downtime PC.



View and print specific BCA reports

1. Click **Select Reports...** to see a list of available reports.
2. Select one or more reports.
 - To open a report, double-click the name of that report.
 - To open multiple reports at a time, select multiple reports and click View. You can select multiple reports using **CTRL+click**.
 - To print one or more reports, select the reports and click **Print...** You can select multiple reports using **CTRL+click**.
 - Use the tag filters on the left side to choose groups of reports that you want to view and print.

Print all available BCA reports

1. Click **Print All...** to print all available BCA PC reports.
2. In the Print window that appears, select the printer to use in the **Name** field and click **OK**.



Printing all available BCA reports might take several minutes and generate a large number of pages.