



**TogetherCare**

Powered by Epic to deliver  
people-centered care

## BCA-Willow Ambulatory

### 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

- Shadow Read Only (SRO) Environment

### Willow Ambulatory Downtime

Supports Read Only (SRO) allows users to access the system during production downtime. When using an SRO activity, users can view the information in the system but cannot edit it or otherwise take system actions on it. Read-Only access aides in conducting clinical checks or processing transfers.

- Willow Ambulatory activities that users can access from SRO include:
  - Front Counter
  - Medication Profile
  - Patient Demographics
  - Prescription History
  - Price Check
  - Work Queues
- Prescription composer information appears in the application report 49004-Rx Medication Report for Pharmacists. Using this report, users can review the data displayed, but they cannot access the activity, meaning the information is not actionable within the Epic system.

#### Manually generated downtime labels

- Create a Word or Excel template for labels that allows for the transcription of crucial information from SRO and print them out.
- Print any patient references (monographs or med guides) from a third-party website.

### Interfaced Systems Downtime

Here are some options for working around downtimes in adjudication, automated prescription filling system, and point of sale systems.

- Adjudication
  - Use the Defer Adjudication function in Willow Ambulatory to continue filling prescriptions and flag the fills for staff to adjudicate later.
  - If a prescription needs to be sold before adjudication, users can determine the copay amount for the fill by:

- Calling the payor directly.
  - Checking the insurance card for copay listings.
  - Looking up the patient's copay amount for previous fills.
- Automated prescription filling system
  - If the pill-counter is down, then the outbound interface message fails, and flags are added to the fills. Users can manually clear the automated fill box and resolve the flags.
  - Under a high volume of automated filling, the pharmacy may decide to wait to send fills to the pill counter until it is operational. As a last resort, if waiting is unacceptable, prescriptions should be filled manually.
- Point of sale (POS)
  - The pharmacy may decide to give prescriptions to patients in exchange for a minimal copay along with their credit card information to avoid stopping the sale of prescriptions while the POS is down.
  - If this is the case, keep a list with the relevant information so that users can retroactively sell the prescriptions in the POS or force-dispense them from Willow Ambulatory.