Downtime- Cadence Users Quick Start Guide

TogetherCare
Powered by Epic to deliver people-centered care

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

Cadence Users

Procedure During Downtime

1. Track cancellation or reschedule requests, on paper log during downtime and update the appointments when the system becomes available.

2. For future appointments that are past the dates of the available hard copies have a log available to document the cancel date, provider, time, and reason. If the patient wants to reschedule, document their contact number so you can call after the system recovers.

3. Collect copays while the system is unavailable and then enter them into the system after it recovers. To collect copays during downtime, make use of two-part receipts: give one part to the patient for her records and use the second part to enter the payment into the system later.

4. If your department is allowing scheduling during downtime for future appointments, you should maintain a printed master copy of the provider's schedules for the current day and a few days into the future. Use encounter forms to track orders placed and procedures performed during downtime.

5. If your department plans on deferring scheduling until after Epic is back up, use a paper log to record the information of any patients who call to schedule a future appointment. The log should contain at least the patients' names, phone numbers, preferred appointment dates/times, preferred provider, and the reason for visit.

Reconcile CSNs after a downtime-Cadence User

When your department comes out of a downtime, downtime events need to be reconciled in Hyperspace. [***Note: These only apply if you allow scheduling during downtime***]

1. On main Tool Bar click on Appts the appointment desk icon.

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. From the appointment Desk, click Downtime (**Downtime Appointment Entry)**.

5. Click the appropriate button (I.e. Make Appt, Quick Appt or walk in) to enter the appointment entry information (i.e. Department, Appt notes, visit types and provider).
6. Verified appointment information at the appointment review window and click accept.

7. In the Downtime CSN Entry window, enter the patient's downtime CSN and Click Accept.