



Downtime Patient Access Procedure

I. Purpose And Objective:

To provide the Trinity Health Patient Access staff a process to continue Patient Care when Epic application is unavailable due to a disaster event or long-standing service interruption.

II. Definitions:

Equipment/Material: Paper documents, Downtime Reference Manual and Downtime PC's Printers and BCA Quick Start Guides

Alternate Accesses: Epic BCA Web PC/Web

III. Procedure:

1. General Information - The Trinity Health Patient Access department utilizes the Epic Application for patient arrival and registration, patient transfers and patient demographic information updates and corrections. In event the application is unavailable due to disaster or interruption in network service, staff will need to revert to capturing patient data on paper forms and assigning downtime CSNs to all patient registered during downtime. Each department will have a downtime reference manual that will contain all the information and forms that should be used during an Epic system downtime.

Epic downtime affects all departments including: Registration, OR, Nursing, Radiology, Cardiology, Emergency Departments, Physicians and all other areas using Epic to obtain information related to the patient and used in the care of patient.

2. Initiation of Procedure - When the end user is unable to access the Epic application, or part of the application, the user should attempt logging out of the application, and restarting the PC. Attempts at other PC's should be made and other staff members should validate that the system is no longer available for use. Call your local RHM Information Technology Help desk to report the problem.

3. BCA Plan

Identify problem: Notify Information Technology

- a) IT will troubleshoot the problem to determine if it relates to hardware or the application.
- b) In event the problem is application specific, system manager will contact the vendor to resolve the problem. If problem is hardware or security related, IT staff will resolve the issue.

When the Epic application has been down for 5 minutes, the following manual procedures will need to be invoked.

Activate the following processes of the Business Continuity Plan

- a) In event of a disaster or service interruption that affects the availability of the Epic application, Patient Access staff or manager will make a decision to invoke their Epic Business Continuity Plan.
- b) Reference the Communication Plan on Trinity Health Document Downtime Policy- Appendix A.
- c) Collect all new patient registration data on manual paper registration form. This downtime form will follow the order of the fields in Epic used to register patients. The manual

registration form must be completed neatly, accurately and completely. The following information must be indicated on the form:

1. Date
 2. Time
 3. Physician
 4. Patient Class (I.e.: outpatient, Inpatient, ED) – for hospital based services only
- d) Assign a pre-printed Contact Serial Number (CSN) to patient (range of numbers provided by IT).
- e) Manually write patient's assigned CSN along with patient name, DOB on blank wristband.
- f) Refer to scanning/document imaging procedure to scan patient's identification and insurance information or other related registration documents. If scanning is unavailable, photo copy patient identification and insurance cards front and back and attach to the manual downtime registration **form for later input during backload when Epic is available**.

IV. Data Restoration - Recovery is critical to a completed and accurate record. Specific areas will be notified when the system is restored for use. The following Succession of back loading will be followed:

1. Patient Access Staff
2. Pharmacy
3. All other Clinical Users

V. Patient Access Data back loading Process

1. When the Epic system is again accessible, a phone call will be made from the IT department to the Patient Access department to begin Downtime registration recovery through the downtime patient station. If the downtime patient station or Downtime Appointment entry is not available to the Patient Access staff, please notify the IT department so they can enable the downtime recovery workflows.
2. The Patient Access Manager or Supervisor will notify all additional Patient Access areas at the site to begin downtime registration recovery.
3. The Downtime Patient Station and Downtime Appointment Entry will:
 - a. Prompt the user to enter the downtime CSN when creating the new contact, such as admissions, L&D workflows and ED arrivals.
 - b. Prompt Cadence user to enter the downtime CSN when creating an appointment.
4. If there is an extended recovery time IT may call for status updates.
5. When Patient Access staff has completed the registration recovery, Patient Access Manager or Supervisor will notify the IT department.

The Downtime Workflow will ensure that you are not using a system generated CSN or an incorrect date of registration, appointment entry and admission.

Approval By: Signature: _____

Department: **TogetherCare-Patient Access**

Manager/Title: _____

Date: **12/18/2019**