Plan Coordinator: Name the person/group responsible for this plans management.

Storage Location: List the physical or digital location of copies of this plan.

Effective Date: List the date that this plan went into effect.

Next Review Date: List the date that this plan should undergo review and update.

#### Purpose and Scope

This contingency plan is used to maintain continuity of care and business functions before, during, after an EMR downtime event occurs and fits into the clinic’s overarching emergency plan.  Once completed, this checklist will help to ensure access to patient information in the EMR for pre-booked patients, identify processes for operating during the downtime, and establish plans for entry of data after the downtime to maintain continuity of the patient records in the EMR.

**The Steps to Follow:**

The following steps are outlined in this document:

1. Identify lead roles in the event of downtime
2. Identify all contacts that may be required in case of a downtime
3. Review the Downtime Contingency Checklist
4. Complete a Contingency Plan for each Critical Business Function
5. Frequently check your EMR Business Continuity Copy (BCC) and this Checklist
6. Record any downtime events

**Step 1:** Identify and designate the roles listed below, keeping in mind the following points:

* Each member will need to know their role and responsibility in the plan, including who will coordinate and support downtime event activities prior to, during, and after they occur.
* Each member assigned to a coordination or support role needs to be familiar with the primary technology, administrative and clinical workflow processes that require protection during short or long term downtime events.

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| --- | --- | --- |
| **Role** | **Name/Position** | **Contact Info** |
| DTC Plan Coordinator |  |  |
| Alternate DTC Coordinator |  |  |
| Technical Representative (Local IT) |  |  |
| Alternate Technical Representative (s)(Local IT) |  |  |

**Step 2:** Identify downtime contacts for all clinical and IT service providers

| Role | Contact Info |
| --- | --- |
| EMR Vendor Helpdesk |  |
| Utility Company e.g. BC Hydro |  |
| TELUS |  |
| Shaw |  |
| Landlord |  |
| Gas Company e.g. FortisBC |  |
| Life Labs |  |
| Hospital Labs |  |
| Local Imaging Services |  |
| Hospital Imaging Lab |  |
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**Step 3:** Review the [DTC Checklist](#_Downtime_Contingency_Checklist), focusing on Pre-Contingency section with all staff, Physicians, and local IT support as required.

* The EMR Business Continuity Copy (BCC) provides a read-only copy of a cumulative patient profile for patients scheduled to see the physician within a range of days. The BCC provides a nightly download of patient charts for patients that have a scheduled appointment within a specified number of days of the current day. Patient charts are downloaded in an encrypted format that can only be opened using the clinic’s EMR application.
* It is recommended that you set a monthly reminder to alert the DTC coordinator to check the BCC and an annual reminder to review the contingency plan.
* After reviewing the Checklist, theDTC coordinator should make any revisions necessary and notify all clinic staff and physicians.

**Step 4:** The table below is a suggested way to record your downtime contingencies for each major business function.  The clinic should fill in action plans for each business function, outlining what they will do as a contingency option. The clinic is encouraged to review its business functions and ensure that these functions are available manually if the clinic could not access their EMR application (e.g. lab requisition forms to be manually fill out by the physician). As required, attach any other documents, templates, or checklists in support of your DTC Plan to help with future revisions including (e.g. Community Emergency Plans, list of people to contact when the clinic is down etc.). These critical business functions and their associated actions referenced in Action #4 in the [Downtime Contingency Checklist](#_Downtime_Contingency_Checklist) the section titled “Downtime Immediate Response”

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| --- | --- |
| **Critical Business Functions** | **Action  *(below are options/suggestions only)*** |
| * Accessing patient charts | * Access the BCC * If part of the downtime solution is a wireless Internet solution connect to your EMR applications over this solution |
| * Receiving New Lab and DI reports | * Phone numbers available to call the Lab and DI Departments * Notify lab and DI to fax or call for urgent results |
| * Accessing patient schedule | * Use a blank paper schedule and handwrite patient information into the schedule * Blank encounter forms and billing slips should be made available as a temporary medical record * Initiate a manual process for patient phone calls. Patients can be called back once the system is back up to assign appointment times |
| * Accessing forms for the patient and healthcare providers | * Paper based forms should be  made available in the patient care areas where documentation takes place * Copies made or information noted on Encounter form for entry into the EMR after the downtime |
| * Writing prescriptions | * Practice should ensure prescription pads are available for downtime events * Copies made or information noted on Encounter form for entry into the EMR after the downtime |
| * Dictation | * Phone dictation may be available * Hand held devices for recording can be used * If no alternative, use paper recording system |
| * Orders | * For stat orders, the orders can be faxed to the appropriate care facility * For non-urgent orders, the test may be ordered, performed and documented on paper-based forms * Copies made or information noted on Encounter form for entry into the EMR after the downtime |
| * Billing | * Forms should be available to document billing codes * Once the system is up and running enter codes into the system in a batch day by day process |
| * Other: |  |
| * Other: |  |

**Step 5:** Monitor Monthly: Your BCC and DTC Checklist

* Check BCC monthly (e.g. is it downloading the correct amount of data)
* Practice a “Fire Drill” (testing of the plan) at least once every year and run a simulated test to assess readiness
* Review the DTC Checklist as required (i.e. whenever there are new operational or staff changes affects the coordination of the plan)

**Step 6:** Record any downtime events

In the event you need to reference back to the downtime specifics it is highly recommended to document the key points related to the downtime.  (E.g. Power Outage, Loss of Access to your EMR, Frequent intermittent access disruptions to your EMR, Occasional but regular disruptions of access to your EMR, Local Area Network or Computer failures)

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| --- | --- | --- | --- | --- |
| **DTC Ticket #** | **Start Date/Time** | **Details/Notes** | **Status**  **(estimate timeline )** | **End Date/Time** |
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### Downtime Contingency Checklist

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| **Pre-Downtime**  **(Before downtime event occurs) e.g. monthly** | **Date Last Completed** |
| **Action 1** – If your clinic primarily pre-books patient visits, create a monthly task to remind you to check your BCC and report any deficiencies to your EMR vendor. |  |
| **Action 2** – Review the DTC Plan and Checklist annually, making any necessary changes, and notify all clinic staff and Physicians of any changes made. |  |
| **Action 3** – Keep an offsite copy of your DTC Plan and Checklist. |  |
| **Action 4** – Check the status and location of  your backup manual supplies -  Rx pads, day sheets, encounter sheets, etc. |  |

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| **Downtime Immediate Response (During a downtime event)** | **Completed** |
| **Action 1** – Assess the downtime event and report your situation to your EMR Vendor.   * Get ticket # as required. * Establish an estimate of when the issue will be resolved. * Ask for a call back timeline on status updates. * Record the start time and details of downtime event in a simple log book. |  |
| **Action 2** – Notify all clinic staff and physicians of the downtime event and ongoing status. |  |
| **Action 3**– Notify external stakeholders, local IT, results delivery providers (e.g. Excelleris, Medinet, etc.) or other dependent health services of your downtime status and implement any pre-arranged strategies. |  |
| **Action 4** -Implement any critical continuity of care or administrative workflows to maintain patient safety and business continuity. (as per “step 4”) |  |
| **Action 5** – Coordinate operational contingency actions. For example, use of your BCC or any manual processes if applicable. |  |

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| **Post-Downtime (Recovery Stage)** | **Completed** |
| **Action 1**- Notify all staff, physicians, and external stakeholders that you are resuming normal operations. |  |
| **Action 2** – Coordinate the recovery, collation, and re-entry of all paper based information that was collected during the downtime event. |  |
| **Action 3** – In your log book, record your downtime ‘End time’ with details of the event and notate how effectively your downtime contingency plan worked. |  |