



**Provincial Health
Services Authority**

Digital Referrals & Orders Downtime Toolkit

Plan Coordinator: <NAME & POSITION>

Effective Date: <DATE>

Next Review Date: <DATE>

Purpose and Scope

This downtime plan is used to maintain continuity of care and clinic operations before, during, after a downtime event occurs and fits into the clinic's overarching emergency plan. Once completed, this checklist will help to ensure access to patient information 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 service.

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 Checklist
4. Frequently check your required offline forms and this Checklist
5. 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 referral workflow process.

| Role | Name/Position | Contact Info |
|--------------------------------|---------------|--------------|
| Downtime Plan Coordinator | | |
| Alternate Downtime Coordinator | | |

Step 2: Identify downtime contacts.

| Role | Contact Info |
|---|--------------|
| CHS Helpdesk | |
| Clinic IT Support | |
| IT Service Provider | |
| Privacy / Compliance Officer | |
| *Any Downstream Dependency – Examples | |
| <ul style="list-style-type: none"> • <i>Life Labs</i> | |
| <ul style="list-style-type: none"> • <i>Local Imaging Services</i> | |
| <ul style="list-style-type: none"> • <i>Hospital Imaging Lab</i> | |
| | |
| | |

Step 3: Review the Downtime Checklist, focusing on Pre-Downtime section with all staff, Physicians, and local IT support as required.

- It is recommended that you set a monthly reminder to alert the DTC coordinator to check the Ocean Form Library and an annual reminder to review the downtime plan.
- After reviewing the Checklist, the DTC coordinator should make any updates and notify all staff and physicians.

Step 4: The table below is a suggested way to record your actions during downtime events for each major function supported by the Digital Referrals & Orders system. The clinic should fill in action plans for each clinic operation, outlining what they will do as a workaround during downtime. The clinic is encouraged to review its business functions and ensure that these functions are available manually if the clinic could not access the Digital Referrals & Orders system, for any reason. As required, attach with this document, any supporting templates, forms, plans or checklists in support of your Downtime Plan. These critical processes and their associated actions referenced are Action #4 in the Downtime Checklist. Listed actions below should be treated as a playbook for possible solutions, instead of a checklist, to allow for critical decision making depending on the scenario.

| Critical Clinic Functions | Action (<i>below are options/suggestions only</i>) |
|--|---|
| <ul style="list-style-type: none"> Receiving Referrals (if receiving clinic) | <ul style="list-style-type: none"> Phone numbers available to call the Lab and DI Departments Notify lab and DI to fax or call for urgent results |
| <ul style="list-style-type: none"> Sending Referrals | <ul style="list-style-type: none"> Manual form entry (PDF or Paper) and fax if urgent Flag delay of information for entry when system is restored |
| <ul style="list-style-type: none"> Accessing patient schedule | <ul style="list-style-type: none"> 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 |
| <ul style="list-style-type: none"> Accessing forms for the patient and healthcare providers | <ul style="list-style-type: none"> Paper based forms should be made available in the patient care areas where documentation takes place Copies made during downtime must be entered manually after return to normal operations |
| <ul style="list-style-type: none"> Orders | <ul style="list-style-type: none"> 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 during downtime must be entered manually after return to normal operations |
| <ul style="list-style-type: none"> Other: | <ul style="list-style-type: none"> |
| <ul style="list-style-type: none"> Other: | <ul style="list-style-type: none"> |

Step 5: Monitor Monthly

- Check Form Library for any updates and availability
- Prepare for scheduled downtime, every 3rd Thursday of the month
- 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, Loss of access to Ocean platform, Local Area Network or Computer failures)

| DRO Ticket # | Start Date/Time | Details/Notes | Status (estimate timeline) | End Date/Time |
|--------------|-----------------|---------------|----------------------------|---------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Downtime Checklist

| Pre-Downtime (During Regular Operations) 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 forms and report any deficiencies to DRO team. | |
| Action 2 – Review the Downtime 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 - Manual call lists, etc. | |

| Planned Downtime (Before downtime event occurs) | Completed |
|---|-----------|
| Action 1 – Communicate planned downtime event to all staff | |
| Action 2 – Adjust staffing as necessary to accommodate (SAMPLE) | |
| Action 3 – IF you are an eReferral receiving Clinic: <ACTION> | |
| Action 4 – <INSERT OCEAN RECOMMENDED ACTIONS> ie. Log out of system, etc | |

| Downtime Immediate Response (During an unscheduled downtime event) | Completed |
|---|-----------|
| Action 1 – If the downtime event is with the Ocean Product report your situation to your <L1 Support Desk>. <ul style="list-style-type: none"> • https://dhi-ea.atlassian.net/servicedesk/customer/portals • Call <NUMBER/METHOD> • Get ticket # as required. • Establish an estimate of when the issue will be resolved. • Ask for a call back timeline on status updates. | |
| Action 2 – Notify all clinic staff and physicians of the downtime event and ongoing status. | |

| | |
|--|--|
| <p>Action 3– Notify CHS, local IT, EMR Vendor or other dependent health services of your downtime status and implement any pre-arranged strategies.</p> | |
| <p>Action 4 -Implement any critical continuity of care or administrative workflows to maintain patient safety and business continuity. (as per <ABOVE>)</p> | |
| <p>Action 5 – Coordinate operational contingency actions. For example, any manual processes applicable.</p> | |

| <p>Post-Downtime (Recovery Stage)</p> | <p>Completed</p> |
|---|-------------------------|
| <p>Action 1- Notify all staff, physicians, CHS, local IT, and EMR Vendor that you are resuming normal operations.</p> | |
| <p>Action 2 – Coordinate the recovery, collation, and re-entry of all information that was collected during the downtime event.</p> | |
| <p>Action 3 – In your log book, record your downtime with details of the event and notate how effectively your downtime contingency plan worked.</p> | |