

Epic Rover Downtime Procedure

PURPOSE:

To provide instructions on handling Epic Rover downtime.

POLICY:

Hospital patient care shall not be interrupted during Hospital EMR downtime. All personnel must be aware of downtime procedures to maintain normal operation.

Laboratory will make every effort to maintain normal operations during Hospital EMR downtime. The following procedure shall be followed when there is an Epic downtime.

PROCEDURE / RESPONSIBLE:

There are 3 different levels of downtime in Epic. Based on the level, please follow the instructions listed in the Recommendation box on the SBAR below.

Epic Rover Downtime Procedure

Epic Downtime Procedure Level 1 Downtime – Using Epic Read Only

<p>S Situation</p>	<p>Users are unable to log-in to Epic</p>
<p>B Background</p>	<p>This is an unplanned disruption to the Epic system.</p> <p><i>What's UP</i></p> <ul style="list-style-type: none"> • Network • Power • Internet <p><i>What's DOWN:</i></p> <ul style="list-style-type: none"> • Production Environment (Hyperspace)
<p>A Assessment</p>	<p>We have a 3-tiered system to promote access during a downtime event. Level 1 (Support Read Only) will be used to access patient clinical data.</p> <ul style="list-style-type: none"> • The SRO environment has a very similar appearance to Production but in a Read-Only format. • Ongoing documentation during the downtime will be performed using paper forms.
<p>R Recommendation</p>	<p>Ensure the following steps have been completed during the downtime:</p> <p>Order Labs</p> <ul style="list-style-type: none"> • Providers will use the Inpatient Lab Requisition Form for all new orders <p>Collecting Labs</p> <ul style="list-style-type: none"> • Phlebotomists will use the Uncollected Lab and AM Draw Report in the BCA Web Tool to see the list of orders that need to be collected. • Unit Collect clinician will view order in Epic Read-Only environment • Nursing Unit staff will transcribe the Phlebotomy Collect & Unit collect orders in Epic onto 2 separate Lab Requisition Form & label with a Demographic label • When rounding, Phlebotomists will pick up Lab Requisition Form from the unit's nurse station <p>Viewing Lab Results</p> <ul style="list-style-type: none"> • Prior results will be visible in the Read-only Epic environment. • New and prior results will be visible in HIE

Epic Rover Downtime Procedure

Epic Downtime Procedure Level 2 Downtime – Using BCA Web

S Situation	<p>Users are unable to log-in to Epic and cannot access the Read Only System</p>
B Background	<p>This is an unplanned disruption to the Epic system.</p> <p><i>What's UP</i></p> <ul style="list-style-type: none"> • Network • Power • Internet <p><i>What's DOWN:</i></p> <ul style="list-style-type: none"> • Production Environment (Hyperspace) • Epic Read-Only System
A Assessment	<p>We have a 3-tiered system to promote access during a downtime event. Level 2 (BCA Web) will be used to access patient clinical data.</p> <ul style="list-style-type: none"> • This tool allows access to BCA reports from any device with Epic access. • Ongoing documentation during the downtime will be performed using paper forms.
R Recommendation	<p>Ensure the following steps have been completed during the downtime:</p> <p>Order Labs</p> <ul style="list-style-type: none"> • Providers will use the Inpatient Lab Requisition Form for all new orders <p>Collecting Labs</p> <ul style="list-style-type: none"> • Phlebotomists will use the Uncollected Lab and AM Draw Report in the BCA Web Tool to see the list of orders that need to be collected. • Unit Collect clinician will view order in Epic Read-Only environment • Nursing Unit staff will transcribe the Phlebotomy Collect & Unit collect orders in Epic onto 2 separate Lab Requisition Form & label with a Demographic label • When rounding, Phlebotomists will pick up Lab Requisition Form from the unit's nurse station <p>Viewing Lab Results</p> <ul style="list-style-type: none"> • New and prior results will be visible in HIE

Epic Rover Downtime Procedure

Epic Downtime Procedure Level 3 Downtime – Using BCA Workstations

S Situation	<p>Epic is down as well infrastructure requirements such as Power/Network/Internet</p>
B Background	<p>This is an unplanned disruption to the Epic system.</p> <p><i>What's UP</i></p> <ul style="list-style-type: none"> • Network • Power • Internet <p><i>What's DOWN:</i></p> <ul style="list-style-type: none"> • Production Environment (Hyperspace) • Epic Read-Only System
A Assessment	<p>We have a 3-tiered system to promote access during a downtime event. Level 3 (BCA PCs) will be used to access patient clinical data.</p> <ul style="list-style-type: none"> • This tool allows access to BCA reports from designated workstations on site • Ongoing documentation during the downtime will be performed using paper forms.
R Recommendation	<p>Ensure the following steps have been completed during the downtime:</p> <p>Order Labs</p> <ul style="list-style-type: none"> • Providers will use the Inpatient Lab Requisition Form for all new orders. <p>Collecting Labs</p> <ul style="list-style-type: none"> • Phlebotomists will use the Uncollected Lab and AM Draw Report in the BCA Web Tool on a BCA PC to see the list of orders that need to be collected. • Unit Collect clinician will view order in Epic Read-Only environment on a BCA PC • Nursing Unit staff will transcribe the Phlebotomy Collect & Unit collect orders in Epic onto 2 separate Lab Requisition Form & label with a Demographic label • When rounding, Phlebotomists will pick up Lab Requisition Form from the unit's nurse station <p>Viewing Lab Results</p> <ul style="list-style-type: none"> • New and prior results will be visible in HIE

Epic Rover Downtime Procedure

During an Epic downtime, Lab results can be viewed in HIE.

Cerner Downtime Procedure

During a Cerner downtime, Nursing units must be notified of the downtime and requests for labs must be placed on a Lab Order Requisition.

Lab orders will be processed & result by the lab using the Cerner Lab Information System Downtime Procedure.

Lab Results processed during the downtime will be made available on the lab downtime result form.

When the system is restored, results generated during downtime will be back entered into Cerner and transmitted to Epic & HIE.

Rover Scanner & Printer Issues

When the users are experiencing issues with the scanner or Printer, user must first perform a reboot of those devices. If still not functioning, report the issue to your Hospital's Local IT Helpdesk

or

Call Northwell's main Helpdesk 516 470 7272 (516 470 PCPC)