I. PURPOSE

The purpose of this Policy and Procedure is to provide clear and precise guidelines that are to be undertaken to enable the University Hospital of Brooklyn’s patients’ to continue to be able to access hospital clinical services when the hospitals’ automated systems experience a systems downtime and, therefore, are unavailable. This policy applies to both scheduled and unscheduled downtime.

II. POLICY

It is the policy of SUNY DMC to consistently perform all front end patient registration and clinical documentation processes in a standardized, efficient, accurate and timely manner in accordance with institutional and regulatory requirements.

Clinical Application Systems and Departmental Clinical Subsystems, systems downtime procedures will be initiated on UHB’s mission critical patient care systems (i.e., HealthBridge EHR, Eagle 2000 Inpatient, Outpatient Registration and Billing System, Cerner LIS, Cerner Copath, Fuji RIS/PACS and 3M HIS Medical Records Coding and Reimbursement System, etc.,) whenever they experience a systems downtime which prevents UHB’s staff from documenting the clinical services rendered to patients’.

III. DEFINITION(s)

None
IV. RESPONSIBILITIES

This policy applies to all Departments and Clinical Services that have implemented HIS/Clinical Applications and Departmental Clinical subsystems at the UHB and its offsite facilities.

V. PROCEDURES/GUIDELINES

HIS Downtime Procedures/Guidelines will be developed for all clinical information including the following:

HealthBridge (EHR), Eagle 2000, Cerner LIS, Cerner Copath, Fuji RIS/PACS, 3M HIS Medical Records Coding and Reimbursement System.

HealthBridge EHR Downtime Procedure – Whenever the HealthBridge EHR experiences a system downtime, the Nursing staff and Clinicians’ will document the clinical care services rendered to patients’ manually. Once the HealthBridge EHR is restored, all manual patient care clinical documentation compiled during the systems downtime will be scanned into the AlphaSystem with the below message entered in HealthBridge EHR:

Please see related manual patient care clinical notes that have been scanned into the AlphaSystem due to HealthBridge System Downtime on: Date, Time and Name.

The patient care clinical documentation that will be scanned into AlphaSystems include the following: progress notes, Admissions, History and Physical (H&P), Nursing Assessments, Consultation, Profile etc.,

VI. ATTACHMENTS

- Eagle Downtime
- Cerner LIS Downtime
- Fuji RIS/PACS

VII. REFERENCES

None

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<td>Michael J. Burns, M.Ed., MHA</td>
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HIS DOWNTIME PROCEDURE