Centricity EMR Down Time
IS&T Procedure
Last Reviewed: 06/28/2013

1. Scope
The scope of the Centricity EMR Down Time procedure document is to define the paper process for scheduled and unscheduled down time in the clinical practices.

2. Definitions and Acronyms
2.1. Downtime is defined in the context of this policy document as being the loss of availability, confidentiality or integrity of clinical practice data, for any reason. To provide some focus, consider how the practice would cope in the event of not being able to use the Centricity EMR system for any significant length of time
2.2. Planned downtime will mean that Centricity ERM is taken off line for a specified amount of time on a specified date and time. This will usually be for routine maintenance and upgrades.
2.3. Unplanned downtime will mean that the Centricity EMR is offline at anytime for any unexpected reason. This could be due to a power failure or server system error.
2.4. Acronyms
   - EMR – Electronic Medical Record

3. Introduction
The purpose of this document is to define planned and unplanned downtime and determine the process for documenting a clinical visit(s) on paper until the Centricity EMR is accessible. This document also instructs the users on entering data into the Centricity EMR upon its accessibility.

4. Applicability
The down time procedure is applicable to all Centricity EMR users i.e. Administrators, Front Desk, Clinical Support Staff, Clinicians etc...

5. Policy Requirement
The policy requirements of this document ensures that practices can/will maintain optimum patient care during the Centricity EMR down time, while documenting patient care on paper until the Centricity EMR is accessible.

6. Procedure
   Documenting Planned/Unplanned Downtime
The department Administrator or Office Manager/Supervisor will coordinate staff duties in the event of planned/unplanned downtime.
All visits must be documented on a paper progress notes. The medication list, problems list allergies and immunizations must be entered into the Centricity EMR upon its accessibility. The paper progress note will be scanned into the patients chart upon the accessibility of Centricity EMR.

**Office Visit**

- The office will keep paper copies of blank progress note, test requisition forms, script pads, and phone notes to document on during the Centricity EMR downtime.
  - The office staff will/may want to print a provider schedule from Centricity Business (IDX) application.
- The visit encounter will be manually documented on the progress note and all test requisition forms will be manually generated. Copies of the scripts will be kept along with the progress note to be data entered and or scanned into the Centricity EMR upon accessibility.
- When the Centricity EMR is up and running all documents will be entered into the EMR as follows:
  - Office visit- The minimum data will need to be entered into the EMR. The paper documentation will be scanned and indexed to the correct document types and patient chart.
  - MINIMUM – Review the paper documents and update the problems, medications, immunizations, allergies, and vital signs.
  - Meaningful Use – The MU screen must be reviewed/updated upon accessibility of the Centricity EMR.

**Phone Note(s)**

- Phone notes will be written in a temporary message book. Details taken should include, patients name, date of birth, address, telephone number and doctor’s name, time of message, initials of person taking message clinician.
  - Phone Notes – The phone note is to be scanned into the Centricity EMR, the summary name of scanned document must indicated that the document is a scanned phone note.

**Lab Slips**

- Patients will be given hand written lab requisitions during the time of the visit. The lab requisition will be documented on the progress note during the clinical update.
  - Review of Labs – Users will be able to access Quest labs and LabCorp through one of the modes listed below. It is the responsibility of the office to ensure they can access labs when the system is down.
    - Fax
    - Portal
    - Direct Printer

**Prescriptions**

- Prescription script pad will be utilized when the Centricity EMR is down. All prescriptions requests will be hand written or called into the pharmacy. Prescription requests will be documented on a phone note or on a progress note during a clinical
All medications must be documented on the medication list in the Centricity EMR upon its accessibility.

Scanning

- Paper documents that are utilized during down time are to be scanned into the Centricity EMR upon its accessibility i.e. paper phone notes, copy of prescriptions, progress note etc...

Planned Downtime

- Notify all users of planned downtime well in advance. All staff should be aware of the reason for downtime and expected timescales. The following methods will be used for planned downtime:
  - Stradevent email
  - Centricity EMR Desktop message

Unplanned Downtime

- When/if the Centricity EMR is unexpectedly unavailable the user is to contact the help desk and put a ticket in regarding the system outage. The analyst on call will send an email notification regarding the systems unexpected downtime to the Department Administrators and the Office Managers/Supervisors. Upon the Centricity EMR availability a second email will be sent to the Department Administrators and Office Managers/Supervisors stating that the system is available.

7. Standard Ownership and Responsibilities

Ultimate responsibility for clinical data entry post downtime lies with practices (Department Administrator, Office Supervisor/Manager and clinicians).

All members of staff are required to recognize their role in the event of downtime and adhere to the instructions in this policy.

By Direction of the SOM Clinical Solutions Assistant Director:

Lori Smith