Internal Notification of Clinical Outages
IRT Procedure
Last Reviewed: 10/27/2014

1. Scope/Purpose
This document outlines the steps to be taken by the SOM IRT teams in the event of a clinical system or hardware outage to ensure that the same messages are being distributed by all departments.

2. References
IRT Disruption Policy

3. Standard
Once a clinical system outage is discovered and confirmed by the SOM IRT teams, the teams are responsible to communicate effectively among the team members in order to have a standard/consistent notification to the system users and Faculty Practice Plan Administration. This permits administration to make effective decisions regarding service outages until affected systems can be restored.

4. Procedure
4.1. Daily Testing
   A. The Electronic Medical Record system will be tested at 6:00 AM each morning to confirm functionality.
   B. The Practice Management System will be tested at 7:00 AM each morning to confirm functionality.
   C. The clinical infrastructure will be monitored to validate availability.

4.2. Unscheduled Downtime
   A. Once it is identified that a systems is not operational, the Clinical Systems team member will contact somclinicalsysadmin@listmanager.rowan.edu.
   B. The primary contact for each team will assess the problem and attempt to identify the root cause.

   C. If it is determined that the system will be down for more than 5 minutes, the team member will email somclinicaloutages@listmanager.rowan.edu in accordance with the Disruption Policy.
D. For significant EMR outages (as identified by the support teams and IRT administration), the Reporting DB icon will be distributed to a select few users via Citrix. This will allow clinical staff to review historical data. The following steps will need to be completed:

i. Clinical Systems will create a pop up warning that this system is informational only and any data entered will be lost.
ii. Clinical Systems will make all user profiles View Only.
iii. Once completed, NSS will perform a backup of the reporting database for auditing purposes.

E. The disruption policy will be followed until a solution is implemented.

4.3. Scheduled Downtime

A. Communication email will be sent out by the Clinical Systems representative with the information about the scheduled downtime as per the Disruption Policy.

B. Immediately prior to taking the system down and email will be sent to somclinicaloutages@listmanager.rowan.edu as a reminder that the system will be unavailable.

C. RowanSOM IRT team will communicate progress to somclinicalsysadmin@listmanager.rowan.edu as needed until the system becomes available.

D. Clinical Systems team will conduct extensive testing to assure full functionality has been restored.

E. The Clinical Systems representative will email the list serve that the system is back online.

5. Appendix

5.1. Somclinicaloutages list serve

A. VP of IRT
B. Dean of School of Osteopathic Medicine
C. Dean of Clinical Affairs for RowanSOM
D. Executive Director for FPP
E. All RowanSOM providers
F. Administrators for FPP Departments
G. Office Managers for each physical clinical location
H. Rowan Networking Staff
I. Rowan Help Desk Staff

5.2. Somclinicalsysadmin list serve
A. Lori Smith
B. Brian Daley
C. Patrick Stewart
D. Jo-Anne Sietz
E. Larissa Kramer
F. Mike O’Bien
G. Walter Roth