

# ICIS Downtime Policy

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Issued by: ICIS Department  
 Approved by: Chief Medical Information Officer,  
 Director of Clinical Systems

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### I. PURPOSE:

To establish a backup process in the event of a Clinical Information System (ICIS) failure.  
 To outline the general procedures that system users should follow to ensure continuance of patient care during major system downtime.  
 To define the enterprise-wide downtime communication process for all clinicians in a timely, discrete, and secure manner.

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### II. SCOPE:

Enterprise-wide

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### III. DEFINITIONS:

#### **DOWN:**

The time during which the Integrated Clinical Information System (ICIS) is non-operational.

#### **SCHEDULED DOWN:**

Planned system outage for maintenance which is scheduled periodically through the year.

#### **UNSCHEDULED DOWN:**

This is an unforeseen outage due to system failure.

The anticipated length of downtime will be defined in levels as follows:

LEVEL 0	LEVEL 1	LEVEL 4
0 - 15 minutes	15 - 60 minutes	Longer than 60 minutes

#### **DOWNTIME PROCESS:**

The procedure that must be followed during a system down.

#### **RECOVERY:**

The recovery phase includes:

- A) The time immediately following a slowdown or a down in which there is a return to normal system operation.
- B) The procedure that will be followed to input the appropriate information backlogged by the down that was manually acted upon.

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### IV. COMMUNICATION:

#### **SCHEDULED:**

When ICIS has a schedule outage, the ICIS department will inform system users of the planned date, time and expectations using the following communication methods:

- SSO Message with details of the scheduled down is posted in ICIS for all users to see upon login.
- Email message with details of the scheduled down is sent to the ICIS Outage Notification Distribution List that is maintained by the ICIS Department. The ICIS Outage Notification list includes the following:

<b>Group/Individual belonging to ICIS Outage Notification Distribution List:</b>	<b>Owner:</b>
Hospital Leadership	Individuals
Hospital Administration	Individuals
House Nursing Leadership	Kathy Coichetti
Nursing Administration	Kathy Coichetti
Nurse Managers	Kathy Coichetti
Assistant Nurse Managers	Kathy Coichetti
Nurse Educators	Individuals
NPs and PAs	Lydia Rodriguez
Ancillary Department Leadership	Individuals
Radiology Staff	Nanda, Kirpekar
ePass Staff	ePass
IT Staff	Individuals
ICIS Staff	Eve Frankowski

#### **UNSCHEDULED:**

When an unscheduled system down occurs, the ICIS department will inform system users of the estimated level of downtime and system expectations using the following communication methods:

<b>LEVEL 0</b>	<b>LEVEL 1 - 4</b>
No communication is sent.	<ul style="list-style-type: none"> <li>• The IT Help Desk is notified of the down and they contact the ICIS On-Call staff.</li> <li>• An immediate call is placed to nursing leadership with details of the unscheduled outage.</li> <li>• An immediate email message with details of the unscheduled outage is sent to a selected Distribution List of hospital leadership, managers, supervisors, ancillary staff and others.</li> <li>• The ICIS On-Call staff contacts Hospital Communication to announce the level down.</li> <li>• Hospital Communication will announce the level via the overhead PA system and also call those user departments that do not hear the announcement.</li> </ul>

If the estimated level of down extends past the original time frame, the ICIS department will re-notify the users and Hospital Communications.

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### V. PROCEDURE WHEN ICIS IS DOWN:

In the event the Integrated Clinical Information System (ICIS) is inoperable, Nursing will facilitate the continuity of patient care and the maintenance of the medical record through implementation of the following backup procedures:

<b>ICIS DOWNTIME PROCEDURES</b>	
<b>NURSING</b>	<ul style="list-style-type: none"> <li>• Take out from the 'manual back up file' MD order forms and requisitions. Place them in the charts of patients to be seen during the down.</li> <li>• Transcribe orders and send requisitions to departments via runners if test is to be done today.</li> <li>• As each order is transcribed, nursing is to place a check mark next to each order, initial it and then draw a line under the last order, date/time and sign it.</li> <li>• For a Level 4 outage, create a manual medication record for each patient to be used for documenting meds administered during the down or...</li> <li>• Use the Patient Care Worksheet to administer and document meds given.</li> <li>• For a Level 4 outage, prior to the down, print from ICIS the Backup Medication Sheets and use it to chart all medications administered. This report is to be filed in the chart and also used to recover the documentation in ICIS.</li> <li>• All personnel going off duty during a system down will do all their charting which was not entered into the computer on the Patient Flow Sheet, before leaving.</li> <li>• For scheduled downtime, print Meds Due Lists for the times that the system is scheduled to be down.</li> <li>• All documentation is to be done manually on downtime forms.</li> </ul>
<b>PHYSICIANS</b>	<ul style="list-style-type: none"> <li>• Use the Physician manual order form for new/modify orders. <ul style="list-style-type: none"> <li>• Date and time every order</li> <li>• Sign with official signature, including title.</li> <li>• Fill out specific resulting ancillary department forms such as Radiology</li> </ul> </li> <li>• Physician documentation will be done on paper during a Level 4 outage.</li> </ul>
<b>NUTRITION</b>	<ul style="list-style-type: none"> <li>• All Diet orders are written on the MD manual order form. <ul style="list-style-type: none"> <li>• Nursing transcribes the diet orders onto a Diet List.</li> <li>• Nutrition runner picks up Diet List at specified times.</li> <li>• Nursing may communicate directly with Nutritionist/Diet Office via telephone.</li> </ul> </li> </ul>
<b>MEDICATION ORDERS</b>	<ul style="list-style-type: none"> <li>• All Medications/IV's/TPN orders are written on the MD manual order form. <ul style="list-style-type: none"> <li>• Nursing transcribes medication orders onto the Medication Administration Sheet and patient Care Worksheet.</li> <li>• For Stat/Now orders, a copy of the order form is sent to Pharmacy prior to the normal Pharmacy pick up schedule</li> <li>• Nursing will send the copy of orders to the Pharmacy for all other Pharmacy orders at predefined scheduled times.</li> </ul> </li> </ul>
<b>PHARMACY</b>	<ul style="list-style-type: none"> <li>• For a Level 0-1 outage, if a nurse requires a medication, the nurse will have to present a copy of the hand written order to pharmacy. If the order is an emergency, pharmacy will dispense the medication. If it is a routine order, pharmacy will wait until the system is operational to check for appropriateness. The medication will be dispensed after verification.</li> <li>• For a Level 0-1 outage, Pharmacist will hand write the labels for the drugs dispensed.</li> <li>• For a Level 4 outage, if a nurse requires a medication, the nurse will have to present a copy of the hand written order to pharmacy. Pharmacy will check the order against the printed patient profiles for appropriateness before the medication is dispensed.</li> </ul>
<b>ED MANAGER</b>	<ul style="list-style-type: none"> <li>• For scheduled downtime, print the ED Census Report and use it to manually populate the white boards.</li> <li>• For unscheduled downtime, all patient information is gathered and entered onto white boards by the charge nurse.</li> </ul>

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	<ul style="list-style-type: none"> <li>• The white boards are hung over the plasma screens (teams will not have their own boards).</li> <li>• Triage notes are written directly onto the patient's chart.</li> <li>• Use the Physician manual order forms for new/modify orders. Date, time and sign each order.</li> </ul>
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### VI. PROCEDURE WHEN ICIS IS DOWN, ANCILLARY SYSTEMS ARE UP:

In the event the Integrated Clinical Information System (ICIS) is inoperable, specific bi-directional orders/results ancillary departments such as Lab, Radiology and Blood Bank should follow these procedures:

<b>ICIS DOWN, SUNQUEST UP</b>	
	<ul style="list-style-type: none"> <li>• In the event of ICIS down and Lab system is up, the Lab manual (paper) requisitions must be sent along with specimens to the lab. The gravity drop system is used.             <ul style="list-style-type: none"> <li>• The manual Lab requisition must have patient information, test name and the correct collect time.</li> <li>• Lab users will place lab-initiated orders in Sunquest using the collect time listed on the manual requisition. These orders will queue up and file on ICIS when the downtime is over. The collect time entered on the manual request form will display on the order when it files on ICIS.</li> </ul> </li> </ul>
<b>ICIS DOWN, SYNGO UP</b>	
	<ul style="list-style-type: none"> <li>• When ICIS is down and the radiology system is up, MD uses the manual MD order form to write the order. Nursing transcribes orders and uses the Radiology manual requisition for stat and now orders only.</li> <li>• Nursing calls Radiology to inform them of an order and the orders are transported to Radiology via runners.             <ul style="list-style-type: none"> <li>• Radiology personnel will use these requisitions to enter the orders in the radiology system.</li> <li>• Results for Radiology tests ordered during the down may be viewed in EDR, PACS.</li> <li>• Once ICIS is back up again, these orders and results will automatically file in ICIS via the interface.</li> <li>• Radiology orders for future date will be entered in ICIS as ICIS "Recovery orders" when system is back up.</li> </ul> </li> </ul>
<b>ICIS DOWN, BLOOD BANK (HEMOCARE) UP</b>	
	<ul style="list-style-type: none"> <li>• All Blood Banks related orders are written on the MD manual order form. Nursing use Blood Bank manual requisition to communicate All Blood Bank testing orders.             <ul style="list-style-type: none"> <li>• Blood Bank staff enters test order in Hemocare system.</li> <li>• Blood Bank test results are also entered into the Hemocare system. Results are communicated back to nursing/physicians via telephone.</li> <li>• When ICIS is back on-line, nursing will enter all Blood Bank orders into ICIS as ICIS "Recovery orders".</li> <li>• Test results are manually entered into ICIS by Blood Bank against the recovery orders.</li> <li>• Procedure for blood pickup is the same as when ICIS is up.</li> <li>• When ICIS is back on-line, patients that have blood product orders for multiple units are recovered by nursing. This allows nursing to modify the order and request the remaining units for pick-up.</li> </ul> </li> </ul>
<b>ICIS DOWN, OTHER ANCILLARIES UP</b>	
	<ul style="list-style-type: none"> <li>• Non-invasive Cardiology includes ECG, Stress Lab, and Echo. Orders are written on the MD manual order form and for Stat/Now orders, a manual requisition is sent to the appropriate department.             <ul style="list-style-type: none"> <li>• EKG test: Enter information in EKG machine (MUSE).</li> <li>• EKG tape sent to department</li> <li>• When ICIS is back on-line, all Non Invasive Cardiology orders are entered by nursing in ICIS as "ICIS Recovery" orders.</li> <li>• Stat/Now EKG results will file in ICIS only after the order has been entered in ICIS.</li> <li>• All other ancillary department orders are written by the providers on the manual MD Order forms and Nursing notifies the departments via phone call.</li> </ul> </li> </ul>

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### VII. PROCEDURE FOR RECOVERY WHEN ICIS IS BACK UP:

When the Integrated Clinical Information System (ICIS) is available directly following a system outage, Nursing will facilitate the continuity of patient care and the maintenance of the medical record through implementation of the following recovery procedures:

<b>ICIS RECOVERY PROCEDURES</b>	
<b>NURSING</b>	<ul style="list-style-type: none"> <li>• Validate Patient List is current and accurate with new admissions, transfers and discharge those patients that have been discharged during the down.</li> <li>• All orders written on the manual MD Order sheets (with the exception of Laboratory and Radiology tests that have been done), are to be entered on behalf of the ordering physician and indicated as "Recovery Order".</li> <li>• Documentation including allergies, medications that were administered, blood transfusions and/or blood products, procedures and Admission Note are to be entered into ICIS.</li> <li>• Patient care worksheets and Meds due list reports will automatically print per unit scheduled times once ICIS is live on your unit. These reports may not be accurate depending on the phase of the recovery and nursing must evaluate whether to use them or not.</li> </ul>
<b>PHARMACY</b>	<ul style="list-style-type: none"> <li>• Pharmacy will electronically verify any medications that are back ordered into the system.</li> </ul>
<b>ED MANAGER</b>	<ul style="list-style-type: none"> <li>• White boards are removed and plasma screens are rebooted.</li> <li>• For new patients, the three required fields are entered into the triage notes and the patient is moved to the appropriate team.</li> <li>• Existing patients are updated in the system.</li> </ul>

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### VIII. PROCEDURE WHEN ICIS IS UP, ANCILLARY SYSTEMS ARE DOWN:

In the event that specific bi-directional orders/results ancillary departments such as Lab, Radiology and Blood Bank are inoperable, the following backup procedures should be followed:

<p><b>ICIS UP, SUNQUEST DOWN</b></p> <ul style="list-style-type: none"> <li>• In the event of lab system down-time, only STAT orders will be processed. After the lab CPA users report the down to x36868, special printing will be turned on so copies of the specimen transmittal will also print in the lab CPA area to a designated printer. CPA users will replace the paper in this designated printer with label stock. Transmittals will print on label stock so labels can be used to track specimens accurately within the CPA and sent to the appropriate lab department. Results for STAT tests will be entered into directly into ICIS depending on the duration of the lab system down.</li> <li>• If the lab system down occurs immediately before or during the blood collection order transmission at 1201 AM, that days blood collection will be cancelled.</li> <li>• When a lab system downtime that impacts blood collection occurs, a second report can be generated by each nursing unit. This report will list all patients on that nursing unit having patients with In AM orders for that morning. These orders can be used instead of placing new Stat orders on ICIS and can be collected. A copy of the specimen transmittal will print in the lab for these orders as well.</li> <li>• During any lab system downtime, users are encouraged to limit ordering to the Common Labs: Stat order set for TH/RIRM/COOP patients or the HJD Stat Lab menu for HJD patients.</li> </ul>
<p><b>ICIS UP, SYNGO DOWN</b></p> <ul style="list-style-type: none"> <li>• If the radiology system is down and ICIS is up, radiology personnel will use the printed ICIS order requisition to process exams manually. When the radiology system returns to service, the work that has been performed will be reconciled with the orders that file in the radiology system via the interface.</li> </ul>
<p><b>ICIS UP, HEMOCARE DOWN</b></p> <ul style="list-style-type: none"> <li>• ICIS orders for Blood Bank tests and blood components are received as normal and accessioned manually in the Blood Bank. Since Hemocare is the basis for organizing Blood Bank work in ICIS, when Hemocare is not available, manual patient blood records, ledgers and reports that correspond to Hemocare functionality are used within the department. All Blood Bank test results continue to be manually entered into ICIS and are eventually back-entered into Hemocare when that system is back on-line. Product pick-up continues to be initiated from ICIS by modifying the existing orders.</li> </ul>
<p><b>ICIS UP, SMM DOWN</b></p> <ul style="list-style-type: none"> <li>• Pharmacy will continue to operate with the exception of the electronic verification process.</li> <li>• If a nurse requires a medication, the pharmacist shall look at the patient's profile, check for appropriateness, and dispense the medication. Electronic verification of the order will occur when SMM is operational.</li> <li>• In a Level 0-1 outage, Pharmacist will hand write the labels for the drugs dispensed.</li> </ul>
<p><b>ICIS UP, EPASS / EGATE DOWN</b></p> <ul style="list-style-type: none"> <li>• New patient admissions, transfers and discharges will not appear in ICIS.</li> <li>• Use ICIS downtime procedures (i.e. manual orders and documentation on paper) for patients not in ICIS.</li> <li>• When ePass / eGate is back up, ICIS recovery procedures are to be followed for patients that were not in ICIS.</li> </ul>
<p><b>OTHER ANCILLARY SYSTEMS</b></p> <ul style="list-style-type: none"> <li>• All Ancillary departments are to reference their specific Departmental Downtime Policy.</li> </ul>

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### IX. PROCEDURE WHEN BOTH ICIS DOWN AND ANCILLARY SYSTEMS ARE DOWN:

In the event that specific bi-directional orders/results ancillary departments such as Lab, Radiology and Blood Bank are inoperable, follow backup procedures for appropriate system down noted above.

#### APPROVED BY:

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**9/12/2008**

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