



# Tips & Tricks Weekly



## Allscripts EHR Downtime Procedures



The prevention, early detection, and effective management of a scheduled or unscheduled downtime event are critical to assuring quality patient care.

**Planned downtime** is scheduled time when production equipment and/or software is limited or shut down to allow for planned maintenance, repairs, upgrades or testing.

**Unplanned downtime** is when a lapse in operations occurs because of an unplanned machine, software, network, and/or server error.

Each department should have a downtime procedures manual/ folder available which includes:

- Blank paper encounter forms
- Prescription Pads
- Blank lab requisition forms
- Message/Progress note pads

Procedures should be reviewed with all team members should it become necessary due to unplanned downtime status.

**Planned Downtime**

Planned downtime is usually scheduled outside regular working hours but in the event that the system must go down during regular hours, communication will be sent out in advanced and will include downtime instructions. In most planned events, unplanned downtime protocols will need to be followed.

**Unplanned Downtime**

As soon as an unplanned downtime status occurs, communication will be sent out via e-mails, text alerts, and/or phone calls by the EHR Team.

- Clinical messages should be taken on message pads/progress note and scanned into the system.
- Use paper Rx pads for prescriptions. Make copies of the scripts so each can be manually entered into the EHR once system it back up.
- Use paper lab requisition forms. Make copies of the req so that it can either be scanned in or ordered in EHR once system is back up.
- Record vital signs on the appointment backup forms (see below). Vitals will need to be entered into the system once back up.
- Provider documentation should be completed on the appointment backup forms and can either be scanned or manually put in the system. (If scanned in, the unsigned note report will not track).
- Departments on EHR charge entry will use the paper encounter forms to record visit charges.

Appointment backups are produced daily, in case of downtime. The backup form will include: Active Problem List, Current Medications, Allergies, Patient Name, DOB, Phone Number, and Appt time. Backup forms can be retrieved from: [\\meacsv4-new\weekly quality measures](http://meacsv4-new/weekly quality measures)

Family Physicians of Johnson City

Bridges, Chris  
 Patient: [REDACTED]  
 DOB: [REDACTED] Phone: [REDACTED] Date: [REDACTED]

Problem List	Medication	Allergen
BMI (body mass index), pediatric, 5 BMI 22.0-22.9, adult Bulging of intervertebral disc betwe	No Reported Medications	Augmentin TABS