

Unplanned Downtime Information Grid

APPLICATION	ACTION
Ascom Phones	Ascom phones require an up Network to function, if the phones do not have a dial tone, seek an alternate phone. <i>(Red Phones, Non-networked Desk phones)</i>
CareAdmin	If PowerChart is up – use PAL or MAR to electronically chart medications. <i>(MAR is unlocked after an extended downtime)</i> If PowerChart is down – Use paper MAR until the system is back up.
Charging	No charge entry during downtime. Go to manual vouchers. See “PowerChart Downtime Procedures of Order and Charge Entry” document. <i>(See Survival Kit)</i>
Dolbey (medical records)	If either dictation or transcription applications are down call Medical Records Transcription 56356 .
FirstNet	724Access <i>(candy-striped computers)</i> or paper forms for Emergency Department documentation viewing.
Bedside Monitor (SpaceLabs)	Enter Bedside monitoring data manually in PowerChart. <i>(See Survival Kit)</i>
MUSE (Cardiac Diagnostic Suite/EKG)	Keep all results at the cart level until MUSE is back up.
Pharmnet	Fax orders to Pharmacy. Follow PowerChart BCMA downtime procedure. <i>(See Survival Kit)</i>
PowerChart	Use 724Access (candy-striped computers) for viewing results, begin paper documentation. <i>(See Survival Kit)</i> Call Lab for results or for printed interim or cumulative reports for results not available in 724Access 56100 . Call Cardiac Diagnostic Suite for MUSE results 56370 . Call Radiology listen line for results not available in 724Access. Call Medical Records Transcription 56356 for Dolby system transcription or printed reports.
RPO	Remote Patient Observation requires the network, if the units are down, the patient requires direct observation.
STAR (patient registration)	Departments on STAR, go to department specific downtime procedure. Down account numbers will be used by registration. Radiology see Radiology Downtime document. PA/BO-N/A. Lab. <i>(See Survival Kit)</i>
Radnet	Enter orders in PowerChart and call department for exams needed during downtime. <i>(See Survival Kit)</i>
SunQuest (lab)	Lab implements downtime procedures based on length of downtime. <i>(See Survival Kit)</i>