SECTION: INFORMATION SYSTEMS

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TITLE: DOWNTIME POLICY

PURPOSE

To facilitate interdepartmental care of our patients, Hackettstown Regional Medical Center (HRMC) provides a course of action to be followed during and after the occurrence of an undesirable event that disrupts or interrupts computer operations. This may be either scheduled or non-scheduled.

RESPONSIBLE PERSON

All personnel in the hospital that use computers in the care of patients.

PROCEDURE

1. Downtime policy will go into effect when any system in the hospital is down for more than 10 minutes.

2. Staff will notify Information Systems directly during regular working hours, Monday through Friday, 8 a.m. to 5 p.m. At any other time, notify the supervisor, who will then notify the National Service Desk at X6880. The National Service Desk will contact the IS on-call person to address issue.

3. If the hospital system is down and the lab system is working, we will use the Laboratory Downtime Order Form. (See attached example.) For specimen collects, you will stamp a label with addressograph, and write the date, time and your initials on it, along with downtime form. During this time you will have to call the lab for results.

4. For all other departments in the hospital, you will use the Universal Downtime Form. (See attached example.) Fill out only the information that is pertinent to the department receiving the form.

5. The sending unit is responsible for getting form to receiving departments.

6. The department that has the form in their possession at the time the system goes back up will input the order into the computer.

7. Nursing orders will be transcribed on the Card X and inputted into the computer when the system goes back up.

8. All diet changes will be called directly to Nutritional Care Services during their normal working hours. All changes will be logged in manually for input into the computer when system becomes available again.

9. All discharges and transfers will be logged in by the sending unit and communicated to Registration via the Universal Downtime Requisition form. The sending unit will input all information into the computer when the system becomes available.