

Site Applicability

All C&W Ambulatory clinics which are live with CST:

(Clinics in upcoming waves/implementation cycles will continue to use their existing pre-CST downtime procedures until their CST go-live.)

Practice Level/Competencies

The staff who will enact this procedure CW#xxx, (CW Procedure – CST Downtime Reg-Sched for Ambulatory Areas) are:

- Reg/Sched Clerk or MOA

This procedure also makes reference to procedure CW#abc, (CW Procedure - CST Downtime for Inpt, ED and Clinical Doc) – the clinical professionals and staff who will enact that procedure are:

- Nurses
- Unit Coordinators/CNCs
- Technicians
- Allied Health
- Providers
- Reg/Sched & Nursing Unit Clerical

Equipment & Supplies

Each clinic is responsible for creating and maintaining at least 1 grey binder called the CST Downtime Toolkit, which will contain:

- CW Procedure – CST Downtime for Ambulatory Areas
- CW Procedure – CST Downtime for Inpt, ED and Clinical Documentation (contains the downtime clinical documentation process Ambulatory would use, including required data recovery procedures)
- 724 Application
 - Quick Reference Guide – see CST Cerner Help [724 Downtime Quick Reference Guide](#)
 - 724 Data Check Procedure – See CST Cerner Help [724 Data Check Procedure](#)
- Power Plans (only for those processes that will be needed during downtime. Note – these are intended as guides, a reminder of the steps to be undertaken. They are not to be written on during downtime. Providers are instructed to create separate orders The PowerPlans are located at: <https://your.healthbc.org/sites/CSTCernerOrderSetRepositoryDowntime/layouts/15/start.aspx#/SitePages/Home.aspx>)
- Downtime Forms:
 - The Downtime forms list – CST provides a generic list. Individual clinics supplement this list with specific additional forms required to document patient care during downtime. This list includes:
 - Downtime Registration Forms (For clinics that potentially transfer patients to inpatient areas, the Downtime Registration Patient Tracker form is used. For example, OncHemBMT and Interventional Radiology need this form to track patients that are admitted to inpatient units during downtime).

- Downtime Clinical Documentation
 - Downtime Orders
 - PowerPlans
 - Downtime Lab Requisitions (campus will use existing forms, including those for TML)
 - Downtime MI Requisitions (campus will use existing forms)
 - Blank label sheets - Grand & Toy White Mailing Laser Labels – Product#: 99180 if the CST Downtime Facesheet and Label generator is used; otherwise office labels at the site's discretion
 - Blank facesheets (included in Downtime Registration Forms)
- **Registration Recovery Procedures**
 - Print from CST Cerner Help: [Registration – Use of Downtime Add Person Conversation](#)
 - Print from CST Cerner Help: [Registration – Use of Downtime Add Encounter Conversation](#)

Note

- The CST Downtime Toolkit must be kept up to date by the clinic.
- Larger clinics may want to create more than 1 downtime toolkit.
- Clinics can add an Appendix to this document to track the specific forms that need to be included in their CST Downtime Toolkit

Procedure/Protocol/Algorithm

This is a procedure document which:

- Recommends a checklist of activities to prepare for ambulatory downtime
- Provides instructions for assembling and maintaining the CST Downtime Toolkit
- Outlines procedures for:
 - Clerical/Administrative - Downtime Registration and Recovery
 - Refers users to the CW#abc (CW Procedure – CST Downtime for Inpt, ED and Clinical Doc), the procedure for;
 - all non-Ambulatory areas downtime Reg-Sched
 - all areas including Ambulatory for downtime clinical documentation and recovery
- Provides a checklist of activities for ensuring the 724Access® Downtime Viewer and 724 Computers are functional during downtime

Procedure Steps & Rationale:



NOTE:

If CST Cerner is down but the network is still functioning, users can access different systems such as iClinic, CareConnect, iSite, PharmaNet, Medinet, and Excelleris.



NOTE:

An official communication/notification of a system downtime will occur.
DO NOT USE PMOffice or Scheduling Appointment Book applications after the official notification of the downtime, follow appropriate downtime procedures.

Preparing for Downtime

- Please refer to the checklist below to ensure the clinic is prepared for a planned downtime. Incorporate this checklist for downtime as appropriate to your HO.
 - Complete it when a 7-day IMITS Broadcast notification is issued for planned downtimes.
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- Know where the 724 computer is located in the clinic.
 - Know where the CST Downtime Toolkit is located.
 - Ensure the CST Downtime Toolkit has sufficient quantities of downtime forms for at least a 2-hour downtime. The clinic will be provided with a generic set of downtime forms. The clinic is responsible for adding other forms required to document care during downtime events.
 - Ensure there are sufficient quantities of blank label sheets to print off patient labels.
 - If the clinic requires downtime numbers (MRNs and / or Encounter Numbers) refer to the section – **Downtime Registration and Scheduling** for instructions about how to acquire them.
 - Patient referral packages and consent forms are not available in the 724Access® Downtime Viewer.

Downtime Registration and Scheduling

- During a CST Cerner downtime, registration/scheduling staff refer to 724 Access Downtime Viewer® to check for an existing relevant MRN/Encounter Number for that particular patient and visit. If an existing MRN and/or Encounter Number is not found (for example, a walk-in visit for a brand new patient occurs during downtime)
- All CST sites are required to assign a unique downtime MRN and/or encounter number from a list provided to a subset of registration areas. These numbers are printed sheets that are stored in the CST Downtime Toolkit. This downtime MRN and Encounter Number is then entered back into the system during downtime recovery once CST Cerner comes back up.
- Downtime numbers are not provided to individual clinics because the majority of appointments are pre-booked, with unscheduled walk-in visits relatively rare in most cases.
- Downtime numbers are also not provided to the majority of inpatient units since registration occurs in emergency settings, or in Bed booking.

Below is a list of areas where downtime MRNs/Encounter Numbers are stored in the CST Downtime Toolkit for BCH and BCW:

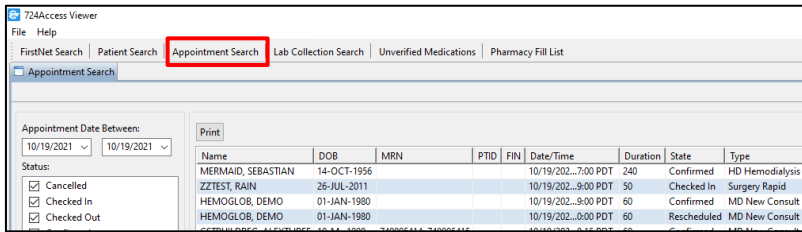
- **BCH Bed booking:** Bed booking will support BCH inpatient units and ambulatory areas that need downtime MRNs/Encounter Numbers between 7am~11pm. After hours, these areas are to contact BCH ED.
- **BCH Emergency:** ED Registration will support BCH inpatient units and ambulatory areas that need downtime MRNs/Encounter Numbers after hours (11pm ~ 7am).
- **BCW UCC Reg:** UCC Registration will support BCW inpatient units and ambulatory clinics that need downtime MRNs/Encounter Numbers.
- **BCH Medical Imaging:** Assigns Downtime MRNs/Encounter Numbers for new patients that present during downtime and do not have CST numbers.
- **BCH Laboratory:** Assigns Downtime MRNs/Encounter Numbers for new patients that present during downtime and do not have CST numbers.

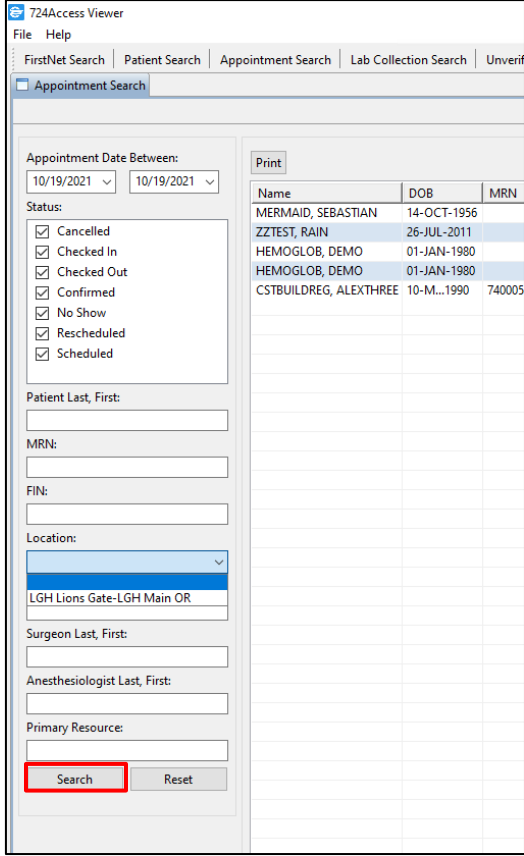
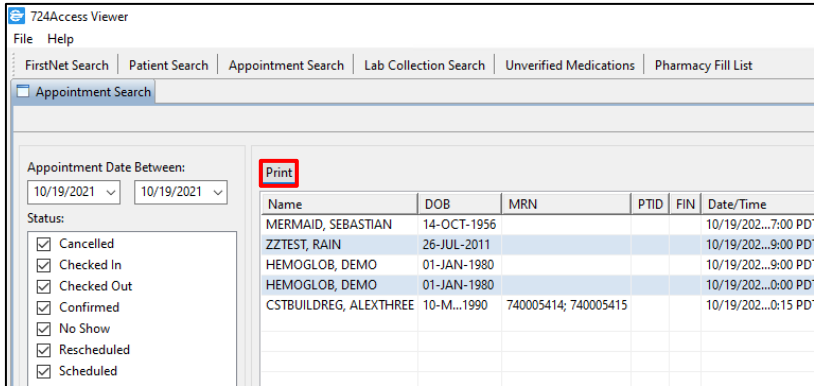
For clarification:

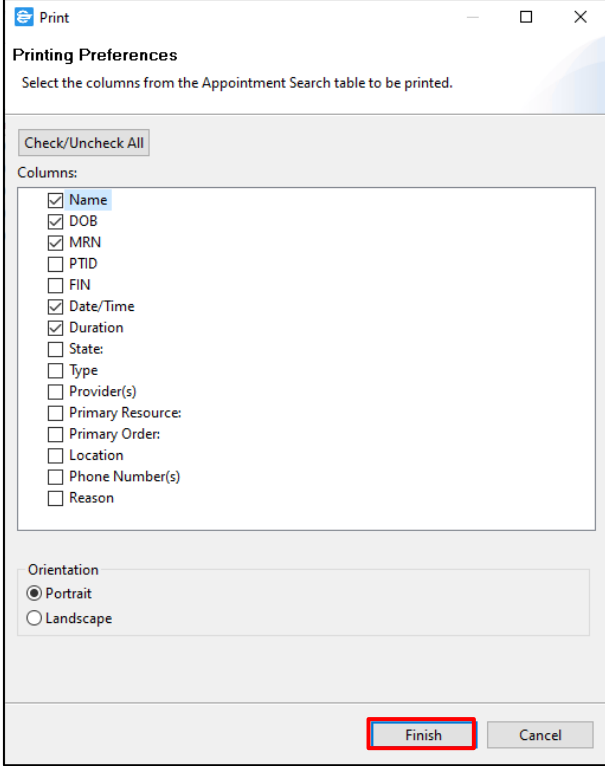
- **Cardiac diagnostic clinics** – contact BCH Bed booking for downtime numbers.
- **Oncology and Renal** - Bed booking will provide downtime numbers.
- **Ambulatory clinics associated with Sunnyhill / BCCH** - Bed booking / BCC ED will provide downtime numbers.
- **All Maternity related ambulatory clinics** will acquire downtime numbers from BCW UCC.




NOTE:
Copies of highlighted documents in Action steps need to be in the CST Downtime Toolkit.

#	Workflow Step	Reg/Sched During Downtime - Action	Role Responsible
1.	Patient schedules	<ul style="list-style-type: none"> Refer to the CST – Single Location Schedule Summary printed on the previous day. OR If Cerner schedules have not been printed and available during downtime, log into the 724Access® Downtime Viewer on a 724 computer and print the patient list of scheduled appointments booked for the day. Follow the instructions below to print the schedule. Click Appointment Search tab  <ul style="list-style-type: none"> Configure search for the corresponding: <ul style="list-style-type: none"> Appointment Date Between Status Location Click Search 	Reg/Sched Clerk or MOA


#	Workflow Step	Reg/Sched During Downtime - Action	Role Responsible
		 <ul style="list-style-type: none"> • Click Print  <ul style="list-style-type: none"> • Select information to appear on print list, and click Finish 	

#	Workflow Step	Reg/Sched During Downtime - Action	Role Responsible
		 <ul style="list-style-type: none"> • Select printer and click Print. 	
2.	Tracking Appointment status	<ul style="list-style-type: none"> • Manually track arrivals, cancellations, no-shows, modifications, reschedules or future appointment requests on the printed schedule. • In addition, use the Downtime Registration/ADT Activity Log to log all admissions, discharges, transfers, and encounter changes for all patients in the clinic during downtime. 	Reg/Sched Clerk or MOA
3.	Transfer Scenarios	<ul style="list-style-type: none"> • If patients are transferred from the ED or an inpatient unit within the same facility, the patient may have a Downtime Registration Patient Tracker in their chartlet. Update the tracker as appropriate upon patient arrival to your clinic. • If patients are transferred to an inpatient unit, complete a Downtime Registration Patient Tracker and include it in their chartlet. • Use the MRN and Encounter Number from the existing encounter to record patient's arrival on the Downtime Registration/ADT Activity Log. 	Reg/Sched Clerk or MOA
4.	New Registration/MRN	<p>NOTE: For consult only clinics (no diagnostic procedures involved), in case of a shorter downtime, the clinic may wait for CST Center uptime to resume to create the encounter per normal</p>	Reg/Sched Clerk or MOA

#	Workflow Step	Reg/Sched During Downtime - Action	Role Responsible
	and encounter assignment	<p>uptime process and backdate the registration date/time. No downtime MRN and downtime encounter number is needed in this case. This applies to walk-in visits that do not already have a pre-registration created.</p> <ul style="list-style-type: none"> • Search for an existing MRN for the patient in HealthNet* (see footnote in table). • If the staff performing registration/scheduling functions does not have access to HealthNet, search for the patient in the 724Access® Downtime Viewer. If a patient has had an encounter at any CST facility, a CST MRN has already been assigned to them. • If an existing MRN is found for the patient, but there is no encounter number relevant to the current visit, use the existing MRN and assign a downtime encounter number. • If no existing MRN is found, assign a downtime MRN and a downtime encounter number. • Call BCCH Bedbooking or BCWH UCC as applicable to request the downtime numbers, if your location is not provisioned with the List of CST/Cerner Downtime MRNs and List of CST/Cerner Encounter Numbers. • In addition, use the Downtime Registration/ADT Activity Log to log all admissions, discharges, transfers, and encounter changes for all patients in the clinic during downtime. • Clinics will not receive their own set of downtime MRNs and Encounter Numbers from CST. Contact the area that provides numbers as per instructions in this procedure. 	
5.	Labels & Facesheets	<ul style="list-style-type: none"> • OPTION 1: Use the Downtime Patient Facesheet from the CST Downtime Toolkit binder. Manually enter patient information as outlined on the facesheet. • OPTION 2: Open the CST Downtime Label and Facesheet generator on the desktop and follow the instructions attached below. <div data-bbox="548 1598 630 1675" style="text-align: center;">  </div> <p style="text-align: center;">QRG - CST Downtime Label and Facesheet</p> <ul style="list-style-type: none"> • Print the facesheet and labels as required. The labels are used for clinical documents. Photocopy the patient facesheet. The original is filed in the chartlet and the photocopy is kept in the clerical area for data recovery. 	Reg/Sched Clerk or MOA

#	Workflow Step	Reg/Sched During Downtime - Action	Role Responsible
		<ul style="list-style-type: none"> Alternatively, use mailing labels to hand write patient information on any forms used to document care during downtime. <u>Information required on Labels:</u> Patient name, DOB, MRN, PHN, Gender, Encounter Number For Lab labels, if Sunquest is available, use Sunquest Specimen Labels. Alternatively, use CST Downtime Label & Facesheet Generator program on the 724Access Viewer workstation to enter patient information and print a label sheet(s) in conjunction with Sunquest Specimen Downtime Labels for the Downtime Patient Facesheet, Sunquest CID tracking/resulting forms and the specimen containers. 	
6.	Facesheet	<ul style="list-style-type: none"> Use the CST Downtime Label & Facesheet Generator program in the DOWNTIME folder of the 724 computer to enter patient information and print the Patient Facesheet. If the CST Downtime Label & Facesheet Generator on the 724 computer is not available, use a blank facesheet from the CST Downtime Toolkit. Photocopy the patient facesheet. The original is filed in the chartlet and the photocopy is kept in the clerical area for data recovery. For out of country patients, fill out the Governing Law and Jurisdiction Form. 	Reg/Sched Clerk or MOA
7.	Accident Related Registration Information Form	<ul style="list-style-type: none"> If needed, obtain the Accident Related Registration Information form from the CST Downtime Toolkit and complete the form. This form should be affixed with a patient label or with patient information manually written on the header. Put one copy of the form into the patient chartlet, and the other should stay in the clerical area for data recovery after downtime. Once recovery is completed, forward this form to Finance. 	Reg/Sched Clerk or MOA
	Footnote	<p>*During a CST Cerner downtime (planned or unplanned), HealthNet (i.e. HCIM) may be used to lookup a person's CST MRN through this website: https://hnwt1.moh.hnet.bc.ca/</p> <ul style="list-style-type: none"> Access to HealthNet requires a certificate to be installed on the workstation. This link will only work for staff who have been given access to HealthNet and have the certificate installed on their workstations. 	

Recovery Procedures for Registration & Scheduling:

	<p>NOTE:</p> <ul style="list-style-type: none"> Clinics will perform Registration Downtime Recovery procedures unless other specified in this procedure. Once the system is restored, all client activity must be entered into the registration system retrospectively using the Downtime Conversation in CST Cerner. All transactions that occurred during downtime must be entered in sequence and back dated/timed to ensure the timing of transaction matches with what was recorded on the Downtime Registration Patient Tracker in the patient chart and Downtime Registration/ADT Activity Log maintained for the clinics. DO NOT use normal conversations to add a person or encounter that was assigned a downtime number, this will result in the assignment of a duplicate MRN and/or encounter number. Use the downtime conversations to enter registration information back into CST Cerner for all new MRNs & encounters assigned during downtime. See Downtime Conversations instructions in CST Cerner Help <ul style="list-style-type: none"> Registration – Use of Downtime Add Person Conversation Registration – Use of Downtime Add Encounter Conversation
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#	Workflow Step	Reg/Sched Downtime Recovery - Action	Role Responsible
1.	If downtime MRN was assigned to patient	<ul style="list-style-type: none"> Add client to CST Cerner using the Downtime Add Person Conversation. Manually enter the downtime MRN. NOTE: This must be done PRIOR to using the 'Downtime Add Encounter' Conversation (Step 2) <p>**If duplicate MRN is found for client, continue to register the client using the Downtime MRN and inform the Registration Standards and Data Quality team (RSDQ) team that a merge is needed for the client. E.g. Submit appropriate Cerner Data Quality Request form:</p> <ul style="list-style-type: none"> http://our.healthbc.org/sites/HIMservices/Registration/CSTCernerDataQualityRequests/Forms/AllItems.aspx 	Reg/Sched Clerk or MOA
2.	If Downtime Encounter Number was assigned to patient	<ul style="list-style-type: none"> Enter encounter into the system using the Downtime Add Encounter conversation. Manually enter the downtime encounter number. Back date/time the registration date/time as captured on the Downtime Registration/ADT Activity Log. <p>** If a Downtime Encounter Number is used, but a pre-registration for the same visit is noticed. The pre-registration must be discharged/cancelled as appropriate.</p>	Reg/Sched Clerk or MOA
3.	If there is an existing encounter, update Encounter - SchApptBook	<ul style="list-style-type: none"> Refer to paper logs (Downtime Patient Facesheet, Downtime Registration/DT Activity Log, Clinic Schedule,) to update the patient appointment status. Use the Patient Facesheet to complete patient and encounter information. Backdate registration date/time to the actual date/time of the patient arrival. Use the Cancel Encounter or Discharge Encounter conversations as appropriate for patients who did not arrive. 	Reg/Sched Clerk or MOA

#	Workflow Step	Reg/Sched Downtime Recovery - Action	Role Responsible
		<ul style="list-style-type: none"> Use the Discharge Encounter conversation for patients who are at the end of treatment (i.e. recurring encounters). 	
4.	Future visits	<ul style="list-style-type: none"> Refer to paper documentation (for example, referral paperwork, clinic notes) for an indication that a pre-registered encounter is required for a future visit. 	Reg/Sched Clerk or MOA
5.	If Scheduling Add-ons are required	<ul style="list-style-type: none"> Back enter the appointment to the time slot as indicated on the Patient Facesheet, Clinic Schedule, or Downtime Registration/ADT Activity Log. If downtime registration is required, registration data recovery MUST be completed in PM Office before any updates to the schedule are entered. Confirm the appointment and “Set Encounter” to the downtime encounter. Do NOT “Add Encounter”. 	Reg/Sched Clerk or MOA
6.	Appointment types with Orders	<ul style="list-style-type: none"> For appointment types with orders, users must back enter these orders to complete the appointment attributes. If downtime orders were documented on paper, the appointment order may be required prior to matching up the orders in downstream systems (e.g. MUSE). If the appointment order is a duplicate order, please cancel as required. 	Reg/Sched Clerk or MOA
7.	Insurance information	<ul style="list-style-type: none"> Use the Accident Related Registration Information Form and the Patient Facesheet to complete the Insurance tab, while also relying on the MSP eligibility to select the correct Primary Insurance plan, as applicable. 	Reg/Sched Clerk or MOA
8.	Labels and Facesheet	<ul style="list-style-type: none"> Re-print Labels (e.g. Lab non-blood specimen label) and Facesheet as needed. 	Reg/Sched Clerk or MOA

Documentation

Downtime Clinical Documentation

General Instructions:

- Master copies of documentation tools are in the CST Downtime Toolkit, Copy only as needed when there is a planned downtime or an unplanned downtime occurs.
- Downtime documentation is kept in the CST Downtime Toolkit and kept up to date by the clinical areas. ~~(Nov 26 – this may change if a site-wide downtime coordinator is put in place.)~~
- Label all paper documentation used with a patient label or manually write patient's full name, MRN, and Encounter number.
- Patient Labels - In the event of a scheduled downtime, Cerner labels can be printed ahead of time (in addition to the recommended minimum maintained in the Chartlet). In the event of an unscheduled downtime, use the *CST Label and Facesheet.xls* program available on the 724Access Viewer workstation Downtime Folder to print the client labels required.
- Place all paper documentation in the patient Chartlet.
- For instructions on using the 724 Downtime Viewer, refer to the 724 Downtime Viewer Quick Reference Guide in the toolkit or on SHOP.

#	Documentation Type	During Downtime - Instructions	Role/ Responsibility
1	Provider Orders See Orders Management Policy and Medication Order Requirements policy for more information	<ul style="list-style-type: none"> • Use the PowerPlans (where relevant) as a guide and/or blank preprinted orders available in the downtime toolkit on your unit to document orders. • Fax all new orders and any new allergy information (updates and new patients) to pharmacy • New medication orders are transcribed to the printed downtime MAR (from 724 or available in the downtime toolkit) • Complete BPMH using paper downtime tools if applicable 	Nurse and Provider Nurse/ Unit Coordinator
2	Diet Orders	<ul style="list-style-type: none"> • Communicate any new or changed dietary orders to nutrition services using the <i>Downtime Diet Order and Communication</i> form available in the downtime toolkit. • In Long Term Care/Tertiary Mental Health sites: phone the kitchen 	Nurse/ Unit Coordinator
3	Lab orders	<ul style="list-style-type: none"> • Copy and complete the appropriate lab requisition from the downtime toolkit and send or take to lab (pneumatic tube/in person) ** Exception ED – call lab for urgent or STAT orders • In Long Term Care/Tertiary Mental Health sites: Complete lab orders in Cerner after the downtime has ended if routine. For urgent bloodwork (today/tomorrow morning) complete downtime requisition and call lab. 	
4	Transfusion medicine	<ul style="list-style-type: none"> • Copy and complete the <i>Transfusion Medicine Requisition</i> (LA080) from the downtime toolkit. 	

	(Acute Care)	<ul style="list-style-type: none"> Fax, tube or hand-deliver requisition to Transfusion Medicine/ Lab (MSJ). If product is required STAT – call the Transfusion Medicine Laboratory (SPH 68003, MSJ 78208) For pick-up of product already ordered provide completed blood product request form from the downtime toolkit to the Transfusion Medicine Lab. 	
5	Medical Imaging orders (x-ray, ultrasound, CT, MRI)	<ul style="list-style-type: none"> Copy and complete the requisition from the downtime toolkit. Fax or tube to the appropriate department. In Long Term Care/Tertiary Mental Health sites: Complete medical imaging orders in Cerner after the downtime has ended 	
6	Medication Administration	<ul style="list-style-type: none"> Print the “Medication Orders (Current)” from the 724Access Downtime Viewer. Document medications administered during the downtime on this print out, or if there is insufficient room use the blank paper MAR from the downtime toolkit. Document any new medications ordered during the downtime on the downtime MAR or the paper MAR from the downtime toolkit 	Nurse/ Unit Coordinator (printing and transcribing)
7	General Documentation	<ul style="list-style-type: none"> All other documentation is completed on the unit/program/discipline specific downtime documentation tools or the Interdisciplinary Notes as per College and Organizational requirements 	Nurse/ Allied Health/ Provider

Downtime Clinical Documentation Recovery

All documents used during downtime except lab requisitions must be scanned to the patient chart. After each downtime, send the patient chart to HIM for scanning. Once HIM receives the chart, the turnaround time for indexing the documents to the patient chart in CST Cerner is 24 hours.

Once Cerner is re-established and the downtime has ended some information will need to be entered into the patient’s health record to aid continuing electronic documentation and seamless patient care.

Back enter into the Electronic Health Record any information required for associated systems (downstream information e.g. Cardiac Services BC CVI Source system) as per program/area protocols.

Consider before back entry:

- Error potential when transcribing information
- College requirements for documentation and documentation of care provided by others

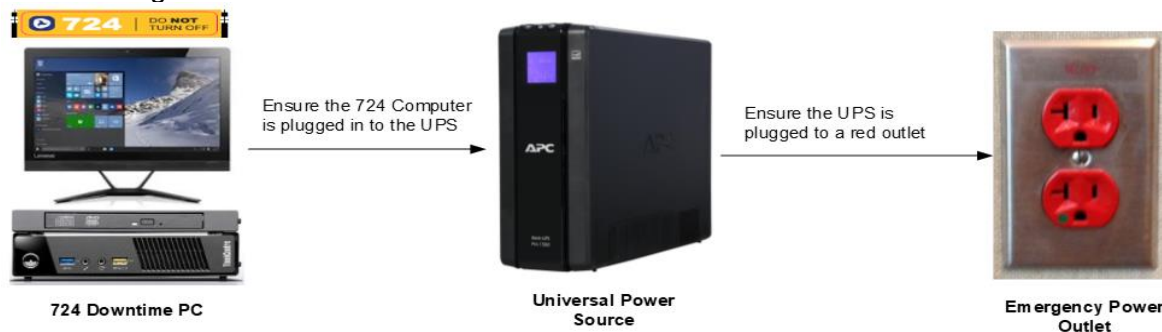
#	Item	Following Downtime – Review for Addition to Electronic Health Record:	Role/ Responsibility
1	Update Chart	Height and weight if measured during downtime. This is necessary for medication orders.	Nurse /Allied Health /Clinician /Provider
2	Update Chart	Allergy Intolerance status – new or changes	Nurse /Allied Health /Clinician /Provider
3	Update Chart	Any new process alerts (falls, violence, infection control, DNAR etc.)	Nurse /Allied Health /Clinician /Provider
4	Update Chart	Last set of vital signs (VS) taken during the downtime (use clinical judgement to determine if more than one set of VS should be entered)	Nurse / /Clinician /Provider
5	Update Chart	If fluid balance is being monitored, add total in and out measured during downtime	Nurse / /Clinician /Provider
6	Update Chart	New admission Best Possible Medication History (BPMH) – required for completion of admission or discharge medication reconciliation.	Nurse / /Clinician /Provider
7	Update Chart	Diet/feeding orders with most recent order from paper chart.	Nurse / Allied Health / Clinician / Provider
8	Update Chart	Update eMAR: <ol style="list-style-type: none"> a) For all medications administered during downtime, click “given” and in the comment field enter "Downtime from [start] hours to [end] hours, see paper MAR" and/or add relevant time as administered (e.g. PRN medications) b) For all active medications NOT administered during downtime, click “not given” and in the comment field enter "Downtime from [start] hours to [end] hours, see paper MAR" and a reason why not administered. c) Reconcile tasks fired for medication administration due during downtime d) Reconcile tasks fired for medication ordered during downtime and newly added to Cerner by pharmacy (also see step a) 	Nurse / /Clinician /Provider
8	PATIENT CARE Orders or	<ul style="list-style-type: none"> • Back enter all current / future orders (orders that affect future care) that are on-going after downtime, except 	Nurse/ Provider

	PowerPlans (not orders for medications – for medication see Pharmacy section)	<p>those that have been faxed/tubed to a receiving department (e.g. consults).</p> <ul style="list-style-type: none"> Do not back enter any orders that have been completed in their entirety during downtime. Medications ordered during downtime will be entered by Pharmacy 	
9	Diagnostic Test Orders – LAB	<ul style="list-style-type: none"> Enter into Cerner any lab orders for ongoing laboratory tests only if the requisition was not sent to the lab (e.g. Twice weekly TPN bloodwork), orders in Long Term Care /Tertiary Mental Health Do not enter orders for lab tests for which the requisition has been sent. They will be managed by the lab 	Nurse
	Diagnostic Test Orders – MEDICAL IMAGING	<ul style="list-style-type: none"> Enter into Cerner diagnostic imaging orders that have not been sent to the department via paper requisition, orders in Long Term Care/Tertiary Mental Health Do not back enter medical imaging orders for which the requisition has been sent. They will be managed by the department. 	Nurse

724Access® Downtime Viewer and 724 Computers

To ensure that the 724 computer is fully functional and usable during a downtime, complete the checklist of activities below before a planned downtime:

- Ensure the 724 downtime computer is always powered on and is connected to the network.
- Do not hold down the power button to shut down the computer unless instructed by IMITS or Service Desk for troubleshooting purposes. Pressing the power button to turn off the computer prevents it from shutting down properly, and could potentially corrupt the patient downtime data that is locally installed on it.
- Check that the 724 computer is connected to the Universal Power Source (UPS). The UPS is connected to a red plug that allows the computer to run on emergency power during a power outage. See the diagram below for reference.



- If a printer is connected to the 724 computer, check that the printer is also plugged into the Emergency Power Outlet.

724 Data Check

- All 724 computers should have regular data checks to ensure the 724 data is current in the event of a downtime.
 - The 724 data check can be found at: The 724 data check procedure can be found [here](#).
- The data check should be done weekly, to ensure current data is loaded on the 724 computers in case of UNPLANNED downtimes.
- For PLANNED downtimes, a data check should be done 2-3 days before the downtime.
- If the data is not current, call Service Desk who will triage to CST Integrated Technologies.

Patient & Family Engagement/Education

- N/A - Downtime processes are intended to allow continuation of care during a network, electrical, or CST downtime. Patient and Family Engagement is not applicable.

References

None

Definitions

Planned Downtime

- Occurs at a scheduled time to minimize impact to patient care.
- Scheduled to complete system maintenance or upgrades.

Unplanned Downtime

- Occurs unexpectedly.
- Length is unknown and dependent on the time required to identify and remediate the cause.
- Results from hardware failure, power outage, or network outage.

Appendix A: Related Documents and Training

Related Documents

- [Registration – Use of Downtime Add Person Conversation](#)
- [Registration – Use of Downtime Add Encounter Conversation](#)
- [724 Downtime User Guide](#)
- [724 Downtime Quick Reference Guide](#)
- [724 Data Check Procedure](#)

Training Available

- [CST Cerner - Registration: Downtime](#) Course Id: 23021
- [724Access Downtime Viewer](#) Course id: 23890

Version History

DATE	DOCUMENT NUMBER and TITLE	ACTION TAKEN
19-Jan-2022	CW Procedure – CST Downtime Reg-Sched for Ambulatory Areas	Karin Eyres incorporated edits from CST Registration (Valerie Xiong, Amy Ting) for their review in December, 2021 – emailed to Karin Eyres on 12-Jan-2022)

Disclaimer

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