BRAZOS VALLEY COMMUNITY HEALTH CENTERS

Policies and Procedures

Policy Subject/Title: Managing Interruptions in Electronic Information
                                  Processes: Electronic Medical Records (EMR)
Applicability: All Brazos Valley Community Health Clinics
Purpose: To ensure that there is an emergency preparedness
procedure in place so that the health center may continue
its primary function of providing access to medical and
dental care for patients of the Community Health Center
system.

_____

Procedure: Each site evaluates their communication systems and EMR system upon arrival of the first staff person every morning.

MATERIALS NEEDED ON-HAND WHEN ECLINICAL FAILS:

1.   Tamper resistant Rx Pads.
2.   Copies of patient visit forms, patient education forms & handouts and letters.
3.   Paper encounter forms.
4.   Lab forms for in-house and Labcorp tests.
5.   Log for all refills.

PLANNED DOWN-TIME

2 DAYS PRIOR TO THE PLANNED DOWNTIME:

1.   Gather data for each patient scheduled during the day or hours of downtime. Include all resources, i.e. nurse schedules, health education schedules, etc. for the scheduled downtime.

      a) Print last physician visit, problem list, medication list, allergies and labs.

2.   Materials that need to be available:

      a) Copies of downtime forms, including paper encounter forms, visit forms, etc. will be maintained in the Original Books.
      b) Packets of required forms will be maintained in sufficient number to accommodate one day's schedule per provider at each location and placed in a designated place for use as needed.
      c) The manager at each site will know where prescription pads are kept at that site.
      d) If there are scheduled labs document that information on a paper encounter form and place in a designated space so that patient flow is not affected, including the diagnosis related to the ordered lab test.
      e) Paper education handouts must be kept in a designated location in sufficient quantity so that patient flow is not adversely affected.
      f) Blank form letters will be maintained in Original Notebooks so that workflow is not disrupted.

1 DAY PRIOR TO THE PLANNED DOWNTIME:

1.	Check the schedule to ensure that all patients appointed since the first print-out are accounted for according to the above requirements.

2.	A designated person will meet with each provider to review the downtime schedule with the goal of ensuring that all measures have been taken to care for the patients efficiently during the scheduled downtime.

3.	Create a general OFFFICE VISIT for each patient scheduled by compiling the following:

	a) Pre-print encounter form
	b) Documentation form that matches the visit type. See Originals Book for paper forms.
	c) Attach a copy of the patient's medications that can be used to document medication reconciliation.
	d) Attach all patient information to pre-printed paper encounter form maintain in the order of the scheduled visits.
	e) Remember that the form packets will be used for anyone added to the schedule during downtime.

DAY OF DOWNTIME-PROCEDURES

1.	All documentation will be recorded on the Downtime Paper Encounter forms.

2.	A paper flow sheet of all prescription refills will be maintained (Attachment

	A).

3.	Laboratory tests will be ordered on paper encounter forms during the downtime **and** the diagnosis to cover each test must be clearly written on the encounter form.

	a) If Labcorp is up and functioning the lab will enter the orders into Labcorp system. In-house test result reports will be sent to the provider on the old paper reports that tests were reported on prior to the EMR.

	NOTE: When the EMR is no longer "down" the orders for the in-house tests and the in-house test results will need to be entered into the EMR.

4.	Any prescriptions will be written on Tamper resistant Rx Pads with NCR paper.

5.   When the system is accessible again, the **provider** will verify that any medications prescribed or refilled do not interact with allergies and/or medications already prescribed to the patient. **If interactions occur, the patient will be notified immediately.**

RECOVERY PERIOD

1.   Enter patient visit data. When scanning is available the visits encounters will be scanned into the patient record. Document that the visit was recorded on paper and refer the reader to the paper chart.

2.   If Labcorp and eClinical were both "down" the orders would be placed in Labcorp when it is back on-line. The same process must remain in place as described above in "DAY OF DOWNTIME PROCEDURES" item number 2a.

3.   All new medications, problems, allergies noted during the visit when the EMR was not available will be updated. Administration will determine how the salient data will be entered into the eClinical system.

UNPLANNED DOWNTIME:

SINGLE SITE INVOLVED:

1.   When a site determines that their telephone lines and/or computer system are not functioning the front desk person will immediately notify the Director of Information Technology and then the site manager.

   If the phone system is down the Director of Information Technology will contact the phone company to get the system and phone lines assessed.

   Call another site (the one that is nearest to your location or uses the same telephone company) to determine if their system is down.

   If systems are intact in another site request you may request their assistance in notifying the appropriate managers and administrators.

2.   Once notified, the Director of Information Technology (IT) becomes the "incident commander" of the situation. The Director of IT will provide guidance to the sites as the level of the problem becomes clear.

3.	An unaffected site will assist the affected site by printing out the day's schedule and faxing it to the affected site, if possible. If feasible, the encounter forms can also be printed out and faxed to the affected site. In addition, the unaffected site will begin to print the medication lists, problem lists, allergies of the patients being seen in the morning or at the time of the incident and forward until all patients scheduled have these documents printed. Enlist the support of Medical Assistants and nurses at the unaffected sites for this support function.

4.	If fax capability is down the manager will work with administrative staff to determine the next best alternative.

5.	All patient care notes must be handwritten. These notes will be maintained in an organized manner so that the information can be entered into eClinical when the system is operational again.

MULTIPLE SITES INVOLVED:

1.	Follow above guidelines for Single Site Involvement.

2.	The Director of Information Technology will notify the sites when all systems are back on line.

RECOVERY PERIOD

1.	Enter patient visit data. At a minimum, each patient's chart seen during the downtime will be opened and updated by entering information from paper documentation obtained at the time of the visit, including problem list information, medication information, etc. It will be documented in the electronic system that information is being entered after the visit because the eClinical system was down on _____ (date) and was initially documented on paper and then the information transferred to the electronic format.

2.	Each provider will have to go into the patient's record for that day and sign off on the documentation that is entered.

3.	If Labcorp was down see Labcorp procedures to follow in this instance

INFORMATION TECHNOLOGY DEPARTMENT RESPONSIBILITIES:

1.	The Director of Information Technology will keep a log of all episodes of downtime including the sites affected, time down, problems encountered and the solutions to those problems.

Enclosure:
Attachment A: Prescription Refill Flow Sheet (EMR Downtime Form)

BVCHC
03.01.10

ATTACHMENT A

Prescription Refill Flow Sheet (EMR Downtime Form)

Patient MR#/Name	DOB	Script Written/Location	Script Called-In To: (Phone #)	Prescription Information