

LOS ANGELES GENERAL MEDICAL CENTER POLICY

Subject: ORCHID DOWNTIME PROCEDURES INPATIENT PHARMACY DEPARTMENT	Original Issue Date: 9/13/16	Policy # 417.1
	Supersedes: 9/13/16	Effective Date: 1/18/23
Departments Consulted: Pharmacy & Therapeutics Committee	Reviewed & approved by: P&T Committee Attending Staff Association Executive Committee Senior Executive Council	Approved by: (Signature on File) Chief Medical Officer (Signature on File) Chief Executive Officer

PURPOSE

To delineate the procedure for providing pharmaceutical care for patients while the Cerner system is unavailable.

DEFINITIONS

- Scheduled Downtime: the system is not available for use due to a planned event
- Unscheduled Downtime: inaccessible system as a result of an unplanned event
- 724 domain: A read-only version of patient chart, including Medication Administration Record and clinical notes
- MAR: Medication Administration Record
- FIN: Financial Identification Number

PROCEDURES

1. Pharmacist on duty will call IS for information on the nature of the situation, estimated time it may take for the system to return, and whether to proceed with the downtime procedure.
2. Support:
 - a. Pharmacist on duty will contact pharmacy supervisor, who will anticipate staffing needs depending on the information gathered and arrange for additional support as needed.
 - b. Pharmacy supervisor will notify the Director of Pharmacy.
3. MAR:
 - a. Downtime MAR for RN will be printed by nursing with the use of the units' 724 machines.
 - b. Downtime MAR for pharmacy will be printed by pharmacy for prolonged (> 4 hours) planned down time or unplanned downtime.
 - c. If the network is also down, the 724 domain should be accessed from the designated downtime PC.
 - d. Blank MAR forms will be available in each nursing unit.
4. Labels:
 - a. Generic Downtime Medication labels will be used.
 - b. Downtime labels must meet the labeling requirement.
 - Patient Name – FIN/MRN – Unit - Room Number
 - Drug generic name and strength
 - Dose and volume
 - Route
 - Frequency
 - Quantity
 - Date/time prepared

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- Date/Time of expiration
- Tech/Pharmacist initials
- Pharmacy name and address
- For compounded products, also include:
 - Concentration/strength
 - Name and volume of diluent
 - Rate or duration of infusion
 - A statement "Compounded by the pharmacy"

5. Medication Orders:

- a. Blank provider order sheets will be available in each nursing unit.
- b. Power plans or order sets will be available on the 724 domain and on the intranet website.
- c. Orders will be faxed to pharmacy. The Central Pharmacy Fax is 323 441 8269 or 323 441 8270.
 - i. If a satellite pharmacist is available for the unit. Orders are to be faxed to the unit pharmacist directly.
 - ii. In the Event a fax machine is not available, a **COPY** of the order will be tubed or delivered to pharmacy.
- d. All orders received in the pharmacy should be filed for each unit
 - 1) Orders will be filed by Unit and bed number and in chronological order
 - 2) Pharmacy technician filing the orders will keep track of patient movement and transfers.
- e. Medications will not be dispensed without a complete order; the order must be reviewed against the existing MAR or Patient Medication Profile by the Pharmacist for appropriateness.
- f. The correct number of labels should be produced to provide a sufficient number of doses to last through the downtime if system return is expected to be of short duration.
 - 1) Indicate the number of doses dispensed and initials of pharmacist who reviews the order on the printed physician's order.

6. Workflow:

- a. Changes to workflow will depend on when the downtime occurs.
 - 1) If it is during the daytime, pharmacy supervisor will alter the workflow to support operation.
 - 2) If the downtime occurs at night, the night Pharmacy technician will support the night pharmacist in providing pharmaceutical patient care.

7. PYXIS station

- a. PYXIS system will be placed on critical override.
- b. Medications not available in the pyxis will be dispensed from the pharmacy using the generic downtime medication labels.

8. Recovery

- a. Once Cerner system returns, medication orders will need to be re-entered on PharmNet by pharmacists.
 - 1) Orders will require the name of the ordering provider and must be back timed to when they were ordered (time ordered must be determined). Orders that are placed will need to be marked with 'written' communication type unless they are phone or verbal orders.
 - 2) All telephone or verbal orders need to be designated as "Phone order" or "Verbal order," respectively, so that the orders will be routed to the provider's in-box for co-signing.

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- 3) The orders will be initialed when completed. 'Complete' scanned orders as well.
9. System Return
- a. Pharmacist on duty will reconcile Pyxis medication removal against the physician's order. Once checking (ORDERS, MULTUM, DOSE RANGE CALCULATION, and comparison on PYXIS and CERNER patient lists) is complete, pharmacist on duty will notify IS staff that PharmNet may be released.
 - b. Pharmacist will check other report functions and initiate or reinitiate any batch runs thereafter.
 - c. While verifying in PharmNet, the number of charges should equal the number of doses dispensed but the label output should be changed to "0" (zero) under the "Label Copies" box of the "Printing" button so that additional doses are not made in error.
 - d. Medication administration
 - 1) RN will back chart all medication administration on eMAR for short and moderate downtime (<4 hours).
 - 2) Downtime MARs will be scanned by HIM after patient discharge.
10. Debriefing
- a. The ORCHID Pharmacy team is to provide a debriefing to the pharmacy and therapeutics committee.

RESPONSIBILITY

Pharmacy Department
Pharmacy and Therapeutics Committee

REVISION DATES

September 13, 2016; January 18, 2023