



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

**SUBJECT: ELECTRONIC HEALTH RECORD
SYSTEM DOWNTIME POLICY**

Policy No.: A328

Supersedes: May 20, 2009

Revised: Dec. 3, 2015

Page: 1 of 1

PURPOSE:

To ensure that each affected medical service or department has a procedure in place when the Electronic Health Record system is not operational.

Information Systems will be responsible for advising the medical services and departments when there is scheduled downtime and the approximate time the Electronic Health Record system will not be operational in accordance with Information Systems downtime procedure No. IMS-506.

POLICY:

It is the responsibility of each Department and Service to establish guidelines and procedures when there is an Electronic Health Record system scheduled or unscheduled downtime. The procedures must include but should not be limited to the following:

1. Defining the downtime procedures that will be in effect.
2. What mechanism will be utilized to transmit the information when downtime procedures are in effect (fax, telephone or paper/delivery).
3. Who will be responsible for entering the orders, appointments and/or clinical or financial data once the Electronic Health Record system becomes operational.
4. What staff, Managers or Administrators will be notified when downtime procedures are in effect.

Definitions:

Scheduled downtime:

A defined period the Electronic Health Record system is not available for use that is scheduled or planned in advance for maintenance or updating modules or systems. Information Management Systems will be responsible for advising defined Department Heads and contacts of the planned/scheduled downtime date and duration (time).

Unscheduled downtime:

An unscheduled period the Electronic Health Record system is not available for use.

REFERENCE: Information Systems downtime policy and procedure No. IMS-506.
FT

EFFECTIVE DATE: July 200

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

Signature(s) on File.