Rancho Los Amigos National Rehabilitation Center
INFORMATION MANAGEMENT SERVICES
POLICY AND PROCEDURE

SUBJECT: Hospital Information System (HIS) Downtime Notification Procedure	**Policy No.:** 506
	Supersedes: December 2, 2008
	Revision Date: June 18, 2013
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Background: In the event of a system shutdown, either planned or unplanned, downtime procedures are necessary to ensure that all areas utilizing the HIS software are informed in a timely manner. Informing the various areas promptly will allow for an easier transition from an automated to a manual system, which will ensure that all of the patient's needs are met.

Purpose: To provide the facility with a protocol that will ensure that all HIS users are informed in a timely manner for planned and unplanned downtime.

Scope: The scope of this procedure is to address the Information Management Services (IMS) downtime protocol used to inform all HIS users when the system is unavailable.

PLANNED DOWNTIME

System Manager

1. Notifies Analysts by e-mail of scheduled date and time of planned downtime.

2. Notifies Department Head/Designee via e-mail (Attachment A) of scheduled date and time of planned downtime.

3. Receives feedback from Analysts and Department Head/Designee and finalizes date and time of planned downtime.

4. Notifies Analysts and Department Head/Designee of finalized date and time of planned downtime.

   NOTE: An exception to the above is for problem resolution patches taking 15 minutes or less. A message will be broadcast on the system 15 minutes before the system will be unavailable and then the patch will be processed. This will be done to the extent possible only between 8:00 PM and 9:00 PM.

Department Head/Designee

1. Receives e-mail from System Manager and notifies System Manager of issues (if any) to be considered with proposed date and time.

Analysts

1. Receives e-mail from System Manager and notifies System Manager of issues (if any) to be considered with proposed date and time.

2. Order Control Analyst, prepares Clinical Information Services (CIS) memo detailing date and time of confirmed planned downtime. Includes a statement that all Laboratory orders are to be entered prior to downtime if appropriate. Clinicians are to follow established downtime procedures which include the following:

   Lab
   -Requests: Lab orders are to be processed manually by completing the appropriate Downtime Request/Order form available on the Intranet (Forms>Employee Forms>Clinical Laboratory) and submitted to the Lab with the properly labeled specimen.

-Results Access: If results are needed call the Lab at 8991.
-STAT results will be called to the ordering clinician.
-Physician will be notified of Critical results in the usual manner via VOCADA.

Vital Signs
-New vitals must be entered directly into the patient chart using the 0.1 Patient Flow Sheet Record.

Medical Imaging
-Requests: Orders will be created on paper requisitions, and processed by MI Tech and Radiologist per existing downtime procedures.

3.   Distributes hardcopy CIS memo to applicable Department Contact (Attachment A).

4.   Sends an e-mail reminder the day before planned downtime to applicable Department Contacts.

Department Contact

1.   Receives CIS memo from analysts.

2.   Ensures Department Head is aware of planned downtime.

3.   Informs staff of planned downtime date and time.

4.   Receives e-mail from Analysts and reminds appropriate staff.

5.   Initiates downtime procedures according to applicable Department procedures.

6.   Informs analyst if problems arise.

UNPLANNED DOWNTIME – REGULAR WORKING HOURS

System Manager

1.   Informs Analysts by phone or e-mail of downtime.

2.   Notifies Department Head/Designee by phone or e-mail of downtime.

3.   Provides downtime status with estimates of when system will be available to Department Head/Designee and Analysts as information becomes available.

Analysts

1.   Receives notification from System Manager of downtime.

2.   Notifies applicable Department Contact (Attachment A) of downtime.

3.   Verifies that Department Head is aware of downtime.

Department Contact

1.   Initiates downtime procedures according to applicable Department protocol.

RESUMPTION OF SYSTEM PROCESSING - PLANNED/UNPLANNED - REGULAR WORKING HOURS

System Manager

1. Notifies Analysts when downtime period is completed.

2. Notifies Analysts of any problems that occurred as a result of downtime.

Analysts

1. Informs applicable Department Contact (Attachment A) that downtime period is completed.

2. Informs applicable Department Contact (Attachment A) of known issues (if any) resulting from downtime.

Department Contact

1. Notifies staff to discontinue downtime procedures, and resume system processing per departmental procedures.

UNPLANNED DOWNTIME - AFTER REGULAR WORKING HOURS, WEEKENDS AND HOLIDAYS

Help Desk

1. Receives call from Department Contact or Telephone Operator

2. Assesses issue.

3. If unable to resolve, contacts System Manager/Designee to Analyst's cell, pager, or home phone number.

4. Analysts explains problem to System Manager/Designee.

System Manager/Designee

1. Phones Analyst on Help Desk.

2. Assesses problem and determines if system is "down".

3. Contacts Help Desk and indicates problem and resolution time.

Help Desk

1. Receives phone call from System Manager.

2. Receives information that system is "down".

3. Contacts Hospital Charge Nurse and Telephone Operator with information that system is "down".

Telephone Operator

1. Receives phone call from Help Desk that system is down.

2. Contacts Chief Medical Officer on Call, Laboratory, Respiratory, Dietary and all Units with information that system is "down".

Department Contact

1. Initiates downtime procedures according to applicable Department protocol.

RESUMPTION OF UNPLANNED DOWNTIME - AFTER REGULAR WORKING HOURS, WEEKENDS AND HOLIDAYS

System Manager

1.   Contacts Facility/**Administrative Nursing Supervisor** and Help Desk and informs them system is functional.

Help Desk

1.   Contacts Telephone Operator and informs them system is functional.

Telephone Operators

1.   Contacts Chief Medical Officer on Call, Laboratory, Respiratory, Dietary and all Units to inform them the system is functional.

Department Contact

1.   Notifies staff to discontinue downtime procedures, and resume system processing per departmental procedures.

RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER

REGULAR HOURS HIS DOWNTIME/DEPARTMENT CONTACTS

Department	Department Head/Designee	Department Contact	Analyst
Medical Staff Administration	Dr. Terrie DeBord (7251) Dr. Mindy Aisen (7543)	Alicia Berumen (7161) Araceli (Sally) Castaneda (7161) Dr. Terrie DeBord (7255)	Kim Eaton (7077)
Medical Department Chairs	Dr. Amy Towfighi (8964) Dr. Yaga Szlachcic (7221) Al Dr. Michael Scott (7713) Alt Dr. Luis Montes (7713) Dr. Meenal Patel (7755) Dr. Salah Rubayi(7166)Alt Dr. Sugantha Rajan (8994) Dr. Terrie DeBord (7251) Dr. Fernando Gonzalez (8181) Dr. Dennis Wong (6536)	Keisha Belmaster(6265) Beatriz Ponce (6860) Boontar Valinluck (8994) Mei Lee Chapple (6536)	Kim Eaton (7077)
Electro Lab	Dr. David Millett (8086)	Kristin Roberts (7212)	Marvin Pena (6089)
Cardio Lab	Dr. Cesar Aranguri (7215)	John Greenwood (7376)	Marvin Pena (6089)
Pulmonary Lab	Dr. Nageswari Krishanareddy (7611)	Ernest Phaire (7581)	Marvin Pena (6089)
Respiratory	Aries Limbaga (7911) Vickie Bagley (6886)	Ernest Phaire (7581) Resp Department (7584)	Marvin Pena (6089)
Pathokinesiology	Sara Mulroy (7177) Sandy Conners (7177)(Alt)	Sandy Conners (7177)	Marvin Pena (6089)
Orthotics	Darrell Clark (8143) Dolores Barraza (8143)	Dolores Barraza (8143) Janet Diaz (8143)	Marvin Pena (6089)
Cast Room	Dr. Babak Bina (7115) Dr. Dennis Wong (6536)	Jose Flores (7693) Gloria Romero (7952) Danamey Aguilar (7693)	Marvin Pena (6089)

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REGULAR HOURS HIS DOWNTIME/DEPARTMENT CONTACTS

Department	Department Head/Designee	Department Contact	Analyst
Vocation Services and Driver=s Training	Bertha Cabral (7464) Monica Tognella (7454)	Denise Ha (7081)	Annette Langley-Clarke (7743)
Nursing Administration	Aries Limbaga (7911) Vickie Bagley (6886)	Jan Gabel (7913) Admin Nsg Superv (6211)	Sue Hwang (6060)
Nursing Resource Office	Aries Limbaga (7911) Vickie Bagley (6886)	Admin Nsg Superv (6211) Jan Gabel (7913)	Sue Hwang (6060)
Nursing Unit 101	Aries Limbaga (7911) Vickie Bagley (6886)	Olivia Fortuno (7727) Unit 101 (8128)	Sue Hwang (6060)
Nursing Unit 102	Aries Limbaga (7911) Vickie Bagley (6886)	Olivia Fortuno (7727) Unit 102 (8054)	Sue Hwang (6060)
Nursing Units 902	Aries Limbaga (7911) Vickie Bagley (6886)	Olivia Fortuno (7727) Unit 902 (7060)	Sue Hwang (6060)
Nursing Units 903	Aries Limbaga (7911) Vickie Bagley (6886)	Robin Taylor (7014) Unit 903 (7888)	Sue Hwang (6060)
Nursing Units 904	Aries Limbaga (7911) Vickie Bagley (6886)	Myla Maranan (7014) Unit 904 (7133)	Sue Hwang (6060)
Nursing Units 905	Aries Limbaga (7911) Vickie Bagley (6886)	Emma Naparan (7451) Unit 905 (7776)	Sue Hwang (6060)
Nursing Units JPI 1 South	Aries Limbaga (7911) Vickie Bagley (6886)	Robin Taylor (6200) JPI 1 So (6210)	Sue Hwang (6060)
Nursing Units JPI 1 North	Aries Limbaga (7911) Vickie Bagley (6886)	April Macabuhay (6212) JPI 1 No (6221)	Sue Hwang (6060)
Nursing Units JPI 2 South	Aries Limbaga (7911) Vickie Bagley (6886)	Lynn Wetherwax (6376) JPI 2 So (6015)	Sue Hwang (6060)

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Department	Department Head/Designee	Department Contact	Analyst
Nursing Units JPI 2 North	Aries Limbaga (7911) Vickie Bagley (6886)	Lynn Wetherwax (6376) JPI 2 No (6219)	Sue Hwang (6060)
Nursing Units JPI 3 South	Aries Limbaga (7911) Vickie Bagley (6886)	Deepa Kannampuzha (6223) JPI 3So (6232)	Sue Hwang (6060)
Nursing Units JPI 3 North	Aries Limbaga (7911) Vickie Bagley (6886)	Caren Alwin (6224) JPI 3 No (6230)	Sue Hwang (6060)
Medical Imaging	Dr. Guo Hung (7536)	Amelia Barnaby (7536)	Sue Hwang (6060)
Nuclear Medicine	Dr. Guo Hung (7536)	Claude Overstreet (7543)	Sue Hwang (6060)
Laboratory	Dr. Sugantha Rajan (8994) Boontar Vaniluck (8994)	Angelica Jimenez (8991)	Pam Clardy (7306)
Surg/Recovery	Aries Limbaga (7911) Vickie Bagley (6886)	Louise Tafoya (7302) Cris Euler-Wiggs (8053)	Pam Clardy (7306)
Nutrition	Ben Ovando (7022) Jennifer Morrison (7022)	Dori Smith (7191) Luis Luna (7152) Diet Office (6378)	Sue Hwang (6060)
Occupational Therapy, Recreational Therapy	Bertha Cabral (7464) Monica Tognella (6271)	Shenette Davis (7464) Mary Hernandez (7464)	Annette Langley-Clarke (7743)
Physical Therapy	Lilli Thompson (7061) Monica Tognella (6271)	Shenette Davis (7464) Mary Hernandez (7464)	Annette Langley-Clarke (7743)

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Department	Department Head/Designee	Department Contact	Analyst
Speech Audiology	Wendy Burton (7682) Monica Tognella (6271)	Mary Hernandez (7687) Samara Ramirez (7687)	Annette Langley-Clarke (7743)
Language and Cultural Resource Center	Lily Wong (7427) Wendy Burton (7682)	Gloria Moran (7428)	Annette Langley-Clarke (7743)
Psychology	Fernando Gonzalez (8181)	TBD	Annette Langley-Clarke (7743)
Social Work	Charmaine Dorsey (7867) Monica Tognella (6271)	Olga Villa (7867) Tina Brooks (7867)	Annette Langley-Clarke (7743)
CART	Molly Doyle (6800) Monica Tognella (6271)	Martha Garcia (6800)	Annette Langley-Clarke (7743)
900 OUTPATIENT OT/PT/CDD	Eirik Blydt-Hansen (6847) Monica Tognella (6271)	Janett Almader (6847) Alicia Nino (6847)	Annette Langley-Clarke (7743)
HIM	Francis Tang (7117) Dana Kearney (7660)	Connie Borboa (7124) Craig Lee (7123)	Marvin Pena (6089)
PA	Robin Bayus(7327) Nancy Barnett (7322)	Helen Soto (7525) Debi Dandurand (7406) Lupe Martinez (8035)	Kim Eaton (7077)
Revenue Document Unit	Robin Bayus (7327) Nancy Barnett (7322)	Sonia Lopez (7381) Gilbert Adofina (7777)	Kim Eaton (7077)

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Department	Department Head/Designee	Department Contact	Analyst
PFS	Robin Bayus (7327) Nancy Barnett (7322)	Lourdes Saenz (7143) Rosa Cruz (7331)	Kim Eaton (7077)
CARO (Business)	Nancy Barnett (7322) Robin Bayus (7327)	Anita Garza (7440) Geogina Aleniz (7440)	Kristine Ferrer (8469)
CARO (Admissions)	Aries Limbaga (7911) Vickie Bagley (6886)	Susan Zoul-Tillman (6795) Cheryl Foster (8411)	Kristine Ferrer (8469)
Central I	Dr. Dennis Wong (6536) Mei Lee Chapple (6536) Leilani Hermosura (6536)	Sharon Williams (6390) Ardorn Landry (6544) Gloria Romero (6536)	Kristine Ferrer (8469)
Central II	Dr. Dennis Wong (6536) Mei Lee Chapple (6536) Leilani Hermosura (6536)	Sharon Williams (6390) Ardorn Landry (6544) Gloria Romero (6536)	Kristine Ferrer (8469)
Comarr	) Dr. Dennis Wong (6536) Mei Lee Chapple (6536) Leilani Hermosura (6536)	Sharon Williams (6390) Ardorn Landry (6544) Gloria Romero (6536)	Kristine Ferrer (8469)
Urology	Dr. Dennis Wong (6536) Mei Lee Chapple (6536) Leilani Hermosura (6536)	Sharon Williams (6390) Ardorn Landry (6544) Gloria Romero (6536)	Kristine Ferrer (8469)
Dentistry	Terrie DeBord, DDS(7251)	Beatriz Ponce (7251) Martha Maynard (7282)	Kristine Ferrer (8469)
Ambulatory Care Center	Dr. Dennis Wong (6536) Mei Lee Chapple (6536) Leilani Hermosura (6536)	Sharon Williams (6390) Ardorn Landry (6544) Gloria Romero (6536)	Kristine Ferrer (8469)
Quality Resource Management (QR) (Quality Resource Management, Risk Management, Infection Control)	Pricila Alfonso (7904)	Joseph Tadeo (6744) Cristina Martinez (7842)	Annette Langley Clarke (7743)
Case Management	Aries Limbaga (7911) Vickie Bagley (6886)	Susan Zoul-Tillman (6795) Cheryl Foster (8411)	Kim Eaton (7077)

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Department	Department Head/Designee	Department Contact	Analyst
Information Systems	Francis Tang (7117) Al Mateik (6010)	Cheryl Daum (6012) Joseph Vu (7280) Help Desk (4357)	Allan Hander (8471)