



Rancho Los Amigos National Rehabilitation Center

INFORMATION MANAGEMENT SERVICES

POLICY AND PROCEDURE

SUBJECT: RTIS, RIIS and RTIS.net
Downtime Notification Procedures

Policy No.: 520
Supersedes: 08/22/03
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Page: 1 of 3

Background

In the event of a system shutdown, either planned or unplanned, downtime procedures are necessary to ensure that all areas utilizing the Rehabilitation Therapy Information System (RTIS), Rehabilitation Interdisciplinary Information System (RIIS) and Rancho Team Information System (RTIS.net) are informed in a timely manner. Informing the various areas promptly will allow for an easier transition from an automated to a manual system to ensure all patient needs are met.

Purpose

To provide the facility with a protocol that will ensure that all RTIS, RIIS and RTIS.net users are informed in a timely manner for planned and unplanned downtime.

Scope

The scope of this policy and procedure is to address the Information Management Services' downtime protocol used to inform all RTIS and RIIS and RTIS.net users when the system is unavailable.

PLANNED DOWNTIME

System Manager

1. Notifies Coordinator, Therapy Information Systems via e-mail ([Attachment A](#)) of scheduled date and time of planned downtime.
2. Receives feedback from the Coordinator, Therapy Information Systems and finalizes date and time of planned downtime.
3. Notifies Coordinator, Therapy Information Systems of finalized date and time of planned downtime.

Coordinator, Therapy Information Systems

1. Receives e-mail from System Manager and notifies System Manager of issues (if any) to be considered with proposed date and time.
2. Prepares memo detailing date and time of confirmed planned downtime. Includes a statement that all treatments are to be entered into the system prior to downtime, if appropriate.
3. Distributes hardcopy of memo to applicable Department Contacts ([Attachment A](#)).
4. Sends an e-mail reminder the day before planned downtime to applicable Department Contacts.

Department Contacts

1. Receives memo from Coordinator, Therapy Information Systems.

2. Ensures the appropriate Department Head/Designee is aware of the planned downtime.
3. Informs staff of planned downtime date and time.
4. Receives e-mail from Coordinator, Therapy Information Systems and reminds appropriate staff.
5. Initiates downtime procedures according to applicable Department procedures.
6. Informs Coordinator, Therapy Information Systems if problems arise.

UNPLANNED DOWNTIME – Regular Working Hours

System Manager

1. Informs Coordinator, Therapy Information Systems by phone or e-mail of downtime.
2. Provides downtime status with estimates of when the system will be available to Coordinator, Therapy Information Systems as information becomes available.

Coordinator, Therapy Information Systems

1. Receives notification from the System Manager of downtime.
2. Notifies applicable Department Contact (Attachment A) of downtime.
3. Verifies that Department Head/Designee 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 Coordinator, Therapy Information Systems when downtime period is completed.
2. Notifies Coordinator, Therapy Information Systems of any problems that occurred as a result of downtime.

Coordinator, Therapy Information Systems

1. Informs Department Head/Designee and applicable Department Contacts ([Attachment A](#)) that downtime period is completed.
2. Informs Department Head/Designee and applicable Department Contacts ([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

Clinical Superuser

1. Receives call from staff of possible system problem.
2. Assesses issue.
3. If unable to resolve, requests Telephone Operator to page System Manager/Designee to Superuser's phone number.

System Manager/Designee

1. Receives page from Telephone Operator.
2. Phones Clinical Superuser.
3. Assesses problem and determines if system is "down".
4. Indicates problem and resolution time.

Clinical Superuser

1. Receives phone call from System Manager.
2. Receives information that the system is "down".
3. Contacts Hospital Charge Nurse and Telephone Operator with information that system is "down".
4. Initiates downtime procedures according to applicable department protocol.

Telephone Operator

1. Receives phone call from Superuser that system is down.
2. Contacts Chief Medical Officer with information that system is "down".

RESUMPTION OF UNPLANNED DOWNTIME – After Regular Working Hours, Weekends, and Holidays

System Manager

1. Contacts Clinical Superuser when system is functional.
2. Informs of any problems that occurred as a result of downtime.

Clinical Superuser

1. Contacts Telephone Operator and Hospital Charge Nurse when the system is functional.
2. Notifies staff to discontinue downtime procedures and resume system processing per departmental procedures.

Telephone Operator

1. Contacts Chief Medical Officer On-Call when the system is functional.

[Attachment: RTIS Downtime Department Contacts](#)

RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER

**REGULAR HOURS REHABILITATION THERAPY INFORMATION SYSTEM
DEPARTMENT CONTACTS**

Department	Department Head/Designee	Department Contact
Rehab Therapy Division – Coordinator, Therapy Information Systems	Monica Tognella (7454)	Monica Tognella (7454)
900 Annex: Vocation Services and Driver=s Training	Bertha Cabral (7464) Monica Tognella (7454)	Carolyn Liddell (7081) Denise Ha (7081) - Alternate
Nursing Units	Cheryl Guinn (7602) Karen Wunch (7911) Lynn Loufek (6886)	703 (7776), 101 (8128), 102 (8054)
Nursing Units	Mei Lee Chapple (6250) Karen Wunch (7911) Lynn Loufek (6886)	1N (6208) 1So (6210), 2No (6219)
Nursing Units	Mei Lee Chapple (6250) Karen Wunch (7911) Lynn Loufek (6886)	2So (6221), 3No (6230), 3So (6232)
Occupational Therapy, Recreational Therapy	Bertha Cabral (7464) Monica Tognella (7454)	Maria Luzy Ochoa (7464) Mary Hernandez (7464) - Alternate
Physical Therapy	Jorge Orozco (7061) Monica Tognella (7454)	Veena Naeole (7061) Mary Hernandez (7464) - Alternate
Speech Audiology	Wendy Burton (7682) Monica Tognella (7454)	Tina Willis (7687) Mary Hernandez (7464) - Alternate
Psychology	David Watson (8181) Monica Tognella (7454)	Kay Gonzales (8181) Mary Hernandez (7464) - Alternate
Social Work	Greg Thompson (7867) Monica Tognella (7454)	Olga Villa (7867) Tina Brooks (7687) - Alternate
CART	Molly Doyle (6800) Monica Tognella (7454)	Martha Garcia (6800) Bobbi Tanberg (6810) - Alternate

ATTACHMENT A

RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER

**REGULAR HOURS REHABILITATION THERAPY INFORMATION SYSTEM
DEPARTMENT CONTACTS**

Department	Department Head/Designee	Department Contact
900 OUTPATIENT OT/PT/CDD	Eirik Blydt-Hansen (6847) Monica Tognella (7454)	Deborah Rose (6847) Jacquelyn McDonald (6847) - Alt
Health Information Management	Betty Romeo (7117) Amada Lascano (7150)	Amada Lascano (7150) Andretta Hayden (7660) - Alternate
Patient Accounting	Keith Kovach (7346) Nancy Barnett (7322)	Debi Dandurand (7521) Pat Jasper (7525) - Alternate
Revenue Document Unit	Keith Kovach (7346) Nancy Barnett (7322)	Linda Martin (7960) Letty Garces (7716)- Alternate
HBOC - Patient Financial Services	Keith Kovach (7346) Nancy Barnett (7322)	Judy Artherton (7340) Rosa Cruz (7331)-Alternate
Case Management (Utilization Review)	Helena Williams (6750) Georges Gentry (6226) Alt	Helena Williams (6750) Georges Gentry (6226)-Alternate
Information Management Services	Betty Romeo (7117) Al Mateik (6010)	Diane Hamada (7684) / Cell:(714)222-8099 William Fung (6111) / Pgr: 466-2926 Harold Wms (6521) / Pgr: 466-8319 Help Desk (4357)