

**OLIVE VIEW-UCLA MEDICAL CENTER  
PHARMACY  
POLICY & PROCEDURE**

**NUMBER: 1146  
VERSION: 3**

**SUBJECT/TITLE:** **INPATIENT PHARMACY – ELECTRONIC HEALTH RECORD  
DOWNTIME PROCEDURES**

**POLICY:** To ensure safe medication dispensing and administration during planned or unexpected pharmacy system computer downtimes.

**PURPOSE:** To provide a mechanism that provides continuation of pharmacy operations in the event of a computer malfunction, scheduled or unscheduled downtime.

**DEFINITIONS:**

- **ORCHID:** Los Angeles County Department of Health Services Online Real-Time Centralized Health Information Database – An integrated electronic health record that can be accessed by authorized staff across all DHS facilities, hospitals, clinics and departments
- **Scheduled Downtime:** ORCHID is not available for use due to a planned event
- **Unscheduled Downtime:** ORCHID is not available for use due to an unplanned event
- **724Access:** A read-only version of ORCHID that allows the user to view clinical data
- **PYXIS Medstation:** An automated medication dispensing cabinet

**PROCEDURE:** **General Procedures:**

1. In the event of an unscheduled downtime, the pharmacist on duty will call Information Systems to obtain information regarding the nature of the situation, estimated time that the system will be unavailable, and whether to proceed with the downtime procedure
2. Pharmacist on duty will contact a pharmacy supervisor, who will anticipate staffing needs depending of the information obtained and arrange for additional support if needed.
3. Medication orders will be handwritten by the providers on blank physician order forms. Providers may also use power plans or order sets that are available on the local intranet site.
  - a. Orders will be sent to pharmacy via fax or delivery.
  - b. Orders will be reviewed against the existing medication profile or medication administration record (MAR) by the pharmacist for appropriateness. Medication orders must be complete and consist of elements outlined in Policy & Procedure #1618, Medication Order Processing and Distribution.
    - i. A patient's medication profile or MAR can be viewed or

**SUBJECT/TITLE: INPATIENT PHARMACY – ELECTRONIC HEALTH RECORD  
DOWNTIME PROCEDURES**

**Policy Number: 1146**

**Page Number: 2**

- printed by logging into 724Access located on a designated computer.
- ii. 724Access may also be used to view a patient’s laboratory results, microbiology tests and results, vital signs and clinical documents that were entered prior to downtime.
- c. All reviewed orders will be filed in chronological order for entry into PharmNet at a later time.
  - i. For each medication, the number of doses dispensed will be indicated.
  - ii. The pharmacist will initial the order to indicate that it was reviewed and dispensed.
- d. The pharmacist will generate downtime medication labels for dispensing.
  - i. In the event of a scheduled downtime, batch labels will be printed prior to the system going down for future dispensing of previously reviewed medications.
- 4. Medication labels must include the following required elements:
  - a. Patient Name, Financial Identification Number (FIN), & Room Number
  - b. Medication name (generic) and strength
  - c. Dose and volume of solution when applicable
  - d. Route of administration
  - e. Frequency of administration
  - f. Indication, if medication order is written as needed
  - g. Technician’s and pharmacist’s initials
  - h. Compounded products will also include:
    - i. Name and volume of diluent
    - ii. Rate of administration or duration of infusion
    - iii. Concentration, if continuous intravenous infusion
    - iv. The statement “Compounded by Pharmacy”
    - v. Expiration date
  - i. Example labels:
    - i. Oral Medications

<b>Name:</b> Doe, John	<b>Unit/Room:</b> 5BN #4
<b>FIN:</b> 123456	
<b>Drug:</b> Acetaminophen 325mg tablet	
<b>Dose:</b> 650mg	<b>Route:</b> By Mouth
<b>Frequency:</b> Q6H as needed for	<b>Indication:</b> pain
	<b>Tech/Rph Initials:</b>

**SUBJECT/TITLE: INPATIENT PHARMACY – ELECTRONIC HEALTH RECORD  
DOWNTIME PROCEDURES**

**Policy Number: 1146**

**Page Number: 3**

ii. Intravenous Medication

<b>Name:</b> Doe, John <b>FIN:</b> 123456	<b>Unit/Room:</b> 5BN #4
<b>Drug:</b> Norepinephrine 8mg <b>Diluent:</b> Dextrose 5% 250mL	<b>Route:</b> IV Continuous
<b>Rate:</b> 4mcg/min, titrate to MAP>65	
<b>Concentration:</b> 32mcg/mL	<b>Expiration Date:</b> 10/30/15 <b>Tech/Rph Initials:</b>
<b>Compounded by Pharmacy</b>	

5. Pyxis Medstations should still function during ORCHID downtime
  - a. Medications approved for use prior to downtime will be available via the patient’s medication profile.
  - b. Any new medication ordered will be sent by pharmacy after review via pneumatic tube or delivery.
  - c. Pharmacy and Therapeutics Committee approved override medications will be accessible using the Pyxis override function. Please see Policy & Procedure #1605 Pyxis Override Medications.
6. Recovery
  - a. Once ORCHID returns, the pharmacist will enter all medication orders into PharmNet.
    - i. Orders will require the name of the ordering provider and must be back-timed to when they were written. Pharmacists will use the correct communication type (e.g., written, telephone order, etc.) when placing the order.
    - ii. While verifying in PharmNet, the number of charges should equal the number of doses dispensed but the label output should be changed to zero so that additional doses are not made in error.
    - iii. The pharmacist will initial the order to indicate that the order entry process has been completed.

References:	
Approved by: Nadrine Balady-Bouziane (Pharmacy Director)	Date: 05/13/2020
Review Date: Dec. 1995, Nov. 1996, Oct. 1997, Oct. 1998, Jan. 1999, March 1999, Dec. 2001, Nov. 2002, Dec. 2003, July 2004, May 2005, May 2006, Nov. 2006, Mar. 2007, Jan. 2008, June 2009 <b>05/13/2023</b>	Revision Date: Jan. 1996, Oct. 1998, Mar. 1999, Dec. 2001, Dec. 2003, July 2004, May 2006, Nov. 2006, Mar. 2007, Jan. 2008, June 2009, Nov. 2009
Distribution: Pharmacy, Information Systems, Nursing	
Original Date: 05/13/2020	

**SUBJECT/TITLE: INPATIENT PHARMACY – ELECTRONIC HEALTH RECORD  
DOWNTIME PROCEDURES**

**Policy Number: 1146**

**Page Number: 4**