

INPATIENT RADIOLOGY EPIC DOWNTIME SUMMARY SBAR

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Situation:

Epic downtime is when the application is unavailable due to system maintenance or an unplanned outage.

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Background:

Order will be placed by nursing if Radiology procedure is NOT to be performed during downtime. If Procedure is required during downtime, procedure will be ordered by Imaging department.

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Assessment:

There are 3 levels of Epic downtime, all designed to maintain data access for users, even when the computer network or other resources are unavailable. Downtime levels are determined by limitations caused by loss of technical infrastructure. Communication will be provided during a downtime event to prompt users regarding the current downtime level:

Level 1 - SRO (Read-Only) is a snap-shot of the RWJBH Epic system before the downtime started

Level 2 - BCA Web is an internet application used to view downtime information

Level 3 - BCA PC uses an application on the designated downtime computer

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Recommendation:

Radiology orders will be entered on paper forms for documentation during the downtime.

If a was ordered, but was NOT performed during downtime, the downtime order requisition should NOT be sent to the imaging department and the order should be entered by the nursing staff in Epic as part of the downtime recovery.

After conclusion of the downtime the Radiology Department will:

- For the procedures performed during downtime, the imaging department will enter the order and any add-on procedures.
- Check in Procedure
- Begin and End Exam in Epic
- Update Accession number (and MRN if required) in PACS

Note: Patients cannot be discharged in Epic until after the imaging order has been scheduled and checked in.

Please see the Epic Downtime Binder for more detailed guidance