

INPATIENT REGISTRATION 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:

Registration will utilize Epic BCA Web if available. If not available they will complete paper documentation and enter into Epic when application becomes available.

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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:

If BCA Web is available (Level 2) it will be used for all Registration events except L&D and Hospital Outpatient departments.

For a complete downtime (Level 3) registration will record patient information manually and complete a Standard Reg downtime demographic sheet. CSN #s will be from list of downtime #s. When Epic is available the Registration staff will back enter all details.

Please see the Epic Downtime Binder for more detailed guidance