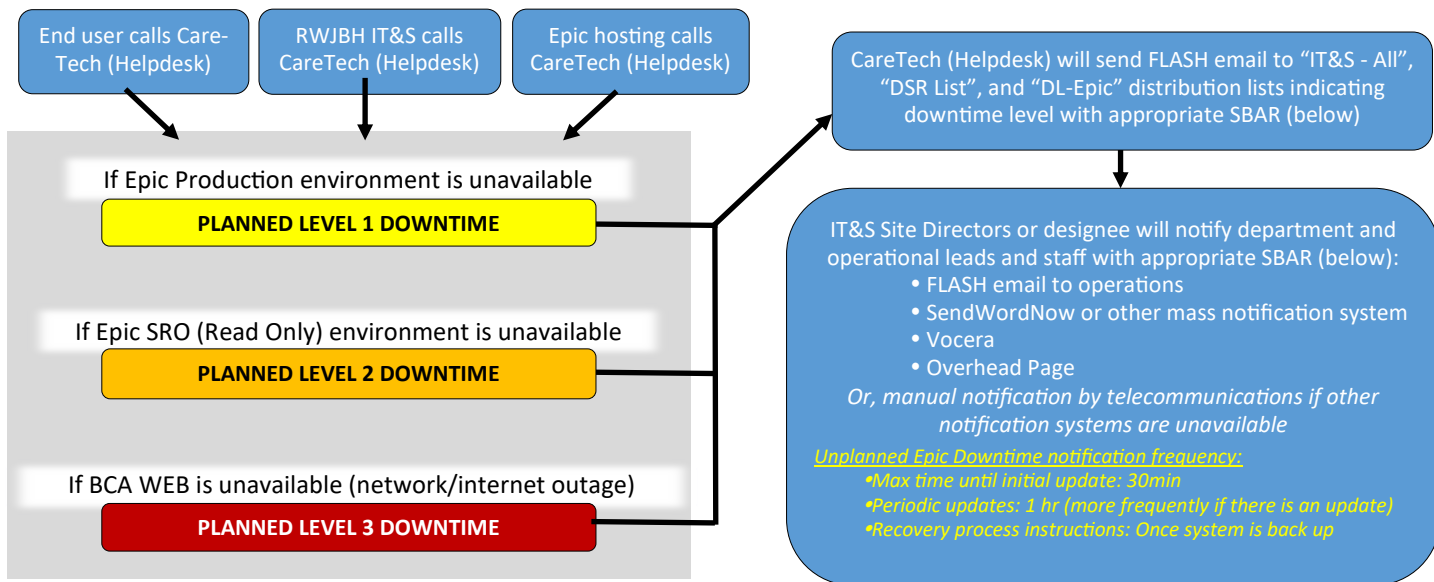


⚠️ Unscheduled Epic Downtime Notification Process



NOTICE OF EPIC SYSTEM LEVEL 1 DOWNTIME

Situation: Users are unable to log-in to Epic
Background: This Epic maintenance is necessary for database migration and to ensure that we have the most up-to-date application functionality.
Assessment: We have a 3-tiered system to promote access during a downtime event (see attached downtime overview job aid). **Level 1 SRO** (Support Read Only) application will be used to access patient clinical data; the SRO environment has a very similar appearance to production, but in a read-only format. Ongoing documentation during the downtime will be performed using paper forms.
Recommendation: Please follow **LEVEL 1 EPIC DOWNTIME** Procedures:
 Locate the Epic BCA Downtime Binder in your unit or department
 Encourage staff to bookmark the EpicTogether downtime resources page on their phone by [clicking this link](#) or scanning the code below with the camera
 Announce details about this downtime event during huddles and post in the department
 Direct your staff to use LEVEL 1 EPIC DOWNTIME procedures: Support Read Only (SRO) Icon on desktop
 Ensure that you have adequate downtime documentation paper forms
 Recovery procedures will be followed at the conclusion of this downtime event, and critical documentation will be entered into Epic



NOTICE OF EPIC SYSTEM LEVEL 2 DOWNTIME

Situation: Users are unable to log-in to Epic
Background: This Epic maintenance is necessary for database migration and to ensure that we have the most up-to-date application functionality.
Assessment: We have a 3-tiered system to promote access during a downtime event (see attached downtime overview job aid). **Level 2 BCA Web** application will be used to access patient clinical data; the BCA Web application displays information in a read-only report format. Ongoing documentation during the downtime will be performed using paper forms.
Recommendation: Please follow **LEVEL 2 EPIC DOWNTIME** Procedures:
 Locate the Epic BCA Downtime Binder in your unit or department
 Encourage staff to bookmark the EpicTogether downtime resources page on their phone by [clicking this link](#) or scanning the code below with the camera
 Announce details about this downtime event during huddles and post in the department
 Direct your staff to use LEVEL 2 EPIC DOWNTIME procedures: BCA Web Icon on desktop
 Ensure that you have adequate downtime documentation paper forms
 Recovery procedures will be followed at the conclusion of this downtime event, and critical documentation will be entered into Epic



NOTICE OF EPIC SYSTEM LEVEL 3 DOWNTIME

Situation: Users are unable to log-in to Epic
Background: This Epic maintenance is necessary for database migration and to ensure that we have the most up-to-date application functionality.
Assessment: We have a 3-tiered system to promote access during a downtime event (see attached downtime overview job aid). **Level 3 BCA PC** will be used to access patient clinical data; a BCA PC is located in each department or practice and displays patient information in a read-only report format. Ongoing documentation during the downtime will be performed using paper forms.
Recommendation: Please follow **LEVEL 3 EPIC DOWNTIME** Procedures:
 Locate the Epic BCA Downtime Binder in your unit or department
 Encourage staff to bookmark the EpicTogether downtime resources page on their phone by [clicking this link](#) or scanning the code below with the camera
 Announce details about this downtime event during huddles and post in the department
 Direct your staff to use LEVEL 3 EPIC DOWNTIME procedures: BCA PC (designated downtime computer)
 Ensure that you have adequate downtime documentation paper forms
 Recovery procedures will be followed at the conclusion of this downtime event, and critical documentation will be entered into Epic



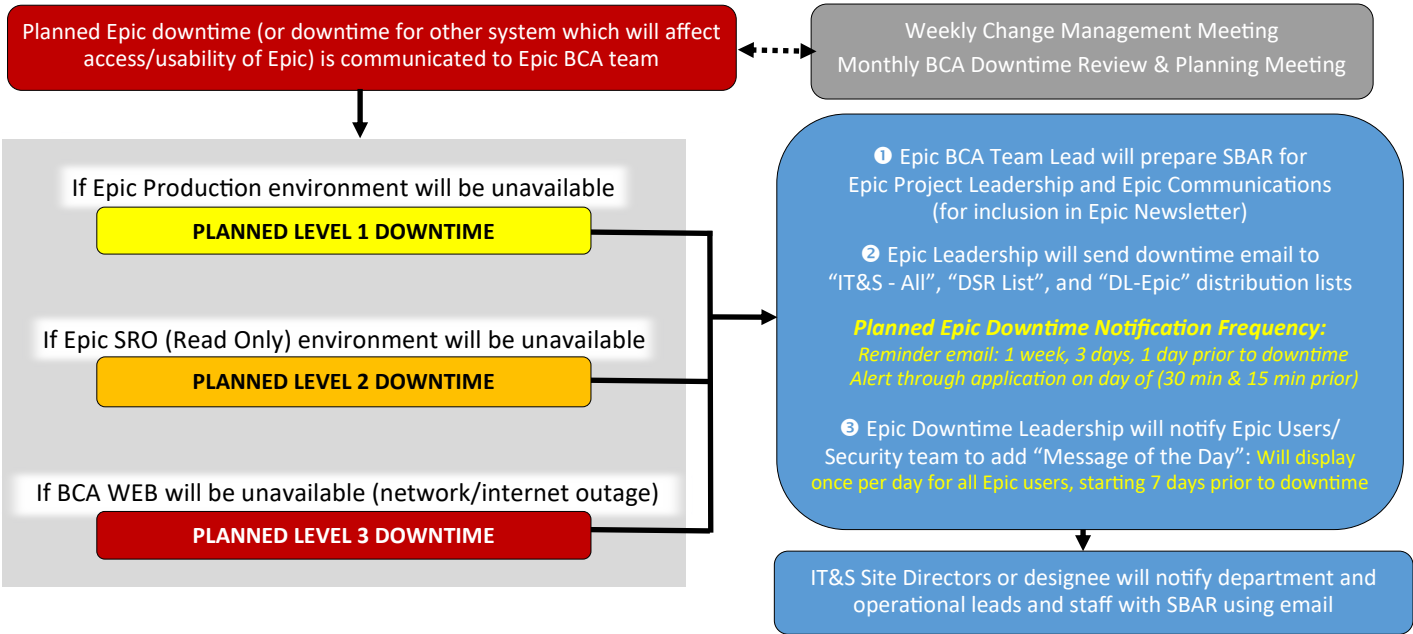
Interfaced Engine downtime notifications:

During interface engine downtimes a separate notification will be sent by the interface team. Even though Epic is an integrated system, there are many critical systems that are interfaced and that will affect workflow and patient care.


NOTICE OF EPIC SYSTEM DOWNTIME RESOLVED

Situation: The Epic downtime event has concluded - End users are now able to sign-in to Epic
Background: The Epic Application is used for patient clinical documentation and registration
Assessment: End users are now able to log-in to the Epic system
Recommendation: Please follow Epic Downtime Recovery process instructions regarding documentation and order entry


Scheduled Epic Downtime Notification Process




*****NOTICE OF PLANNED EPIC SYSTEM LEVEL 1 DOWNTIME*****
Situation: The Epic Production System will be unavailable due to maintenance on _____ from 2am until ___am
Background: This Epic maintenance is necessary for database migration and to ensure that we have the most up-to-date application functionality.
Assessment: We have a 3-tiered system to promote access during a downtime event (see attached downtime overview job aid). **Level 1 SRO** (Support Read Only) application will be used to access patient clinical data; the SRO environment has a very similar appearance to production, but in a read-only format. Ongoing documentation during the downtime will be performed using paper forms.
Recommendation: Please follow **LEVEL 1 EPIC DOWNTIME** Procedures:
 Locate the Epic BCA Downtime Binder in your unit or department
 Encourage staff to bookmark the EpicTogether downtime resources page on their phone by [clicking this link](#) or scanning the code below with the camera
 Announce details about this downtime event during huddles and post in the department
 Direct your staff to use LEVEL 1 EPIC DOWNTIME procedures: Support Read Only (SRO) Icon on desktop
 Ensure that you have adequate downtime documentation paper forms
 Recovery procedures will be followed at the conclusion of this downtime event, and critical documentation will be entered into Epic



*****NOTICE OF PLANNED EPIC SYSTEM LEVEL 2 DOWNTIME*****
Situation: The Epic Production System will be unavailable due to maintenance on _____ from 2am until ___am
Background: This Epic maintenance is necessary for database migration and to ensure that we have the most up-to-date application functionality.
Assessment: We have a 3-tiered system to promote access during a downtime event (see attached downtime overview job aid). **Level 2 BCA Web** application will be used to access patient clinical data; the BCA Web application displays information in a read-only report format. Ongoing documentation during the downtime will be performed using paper forms.
Recommendation: Please follow **LEVEL 2 EPIC DOWNTIME** Procedures:
 Locate the Epic BCA Downtime Binder in your unit or department
 Encourage staff to bookmark the EpicTogether downtime resources page on their phone by [clicking this link](#) or scanning the code below with the camera
 Announce details about this downtime event during huddles and post in the department
 Direct your staff to use LEVEL 2 EPIC DOWNTIME procedures: BCA Web Icon on desktop
 Ensure that you have adequate downtime documentation paper forms
 Recovery procedures will be followed at the conclusion of this downtime event, and critical documentation will be entered into Epic



*****NOTICE OF PLANNED EPIC SYSTEM LEVEL 3 DOWNTIME*****
Situation: The Epic Production System will be unavailable due to maintenance on _____ from 2am until ___am
Background: This Epic maintenance is necessary for database migration and to ensure that we have the most up-to-date application functionality.
Assessment: We have a 3-tiered system to promote access during a downtime event (see attached downtime overview job aid). **Level 3 BCA PC** will be used to access patient clinical data; a BCA PC is located in each department or practice and displays patient information in a read-only report format. Ongoing documentation during the downtime will be performed using paper forms.
Recommendation: Please follow **LEVEL 2 EPIC DOWNTIME** Procedures:
 Locate the Epic BCA Downtime Binder in your unit or department
 Encourage staff to bookmark the EpicTogether downtime resources page on their phone by [clicking this link](#) or scanning the code below with the camera
 Announce details about this downtime event during huddles and post in the department
 Direct your staff to use LEVEL 3 EPIC DOWNTIME procedures: BCA PC (designated downtime computer)
 Ensure that you have adequate downtime documentation paper forms
 Recovery procedures will be followed at the conclusion of this downtime event, and critical documentation will be entered into Epic



Interfaced Engine downtime notifications:

During Interface engine downtimes a separate notification will be sent by the interface team. Even though Epic is an integrated system, there are many critical systems that are interfaced and that will affect workflow and patient care.