### Downtime Contingency Checklist

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| **Downtime Immediate Response (During a downtime event)** | **Notes** |
| **Action 1** – Assess the downtime event   * Determine whether you have internet connectivity. Open internet browser to see if you can reach websites normally. * If you cannot access any internet functions, contact your ISP. If you are on the PPN, first call your local IT, then your EMR vendor, and then TELUS. If you cannot resolve the issue, contact DTO. * If you can access internet functions and do not have EMR access, or if you’re unsure, contact your EMR vendor. * Get ticket number as required. Establish an estimate of when the issue will be resolved. * Ask for a call back timeline on status updates. * Record the start time and details of downtime event in a simple logbook. |  |
| **Action 2** – Notify all clinic staff and physicians of the downtime event and ongoing status. |  |
| **Action 3** –Contact your local IT vendor, if available   * Depending on the cause, you may need to retain your local IT to troubleshoot the issue. * If your issue is not with the ISP or your EMR vendor, the issue will have to be resolved locally. * If you experienced a network outage and service has been restored, some appliances or devices may need to be reconfigured. |  |
| **Action 4** – If the outage will last more than one day, notify external stakeholders and/or results delivery providers (e.g. Excelleris, Medinet, etc.) or other dependent health services of your downtime status and implement any pre-arranged strategies. Your results delivery provider will tell you of any requirements.  Most often these services only need to be notified if a clinic outage lasts for more than one day. Some vendors may contact you pre-emptively to see if there is an issue if you do not pick up your labs in approximately seven days. |  |
| **Action 5** – Implement any critical continuity of care or administrative workflows to maintain patient safety and business continuity (as per “Step 4” in the instructions – Critical Business Functions Table). |  |
| **Action 6** – Coordinate operational contingency actions. For example, use of your BCC or any manual processes if applicable. |  |

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| **Post-Downtime (Recovery Stage)** | **Completed** |
| **Action 1** – Notify all staff, physicians, and external stakeholders that you are resuming normal operations. |  |
| **Action 2** – Coordinate the recovery, collation, and re-entry of all paper-based information that was collected during the downtime event. |  |
| **Action 3** – In your logbook, record your downtime end time with details of the event and notate how effectively your downtime contingency plan worked. |  |

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| **Pre-Downtime (Before downtime event occurs) e.g., monthly** | **Date Last Completed** |
| **Action 1** – If your clinic primarily pre-books patient visits, create a monthly task to remind you to check your BCC and report any deficiencies to your EMR vendor. |  |
| **Action 2** – Review the DTC Plan and Checklist annually, making any necessary changes, and notify all clinic staff and Physicians of any changes made. |  |
| **Action 3** – Keep an offsite copy of your DTC Plan and Checklist. |  |
| **Action 4** – Check the status and location of  your backup manual supplies - Rx pads, day sheets, encounter sheets, etc. |  |

Plan Coordinator: Enter name.

Storage Location: List the physical or digital location of copies of this plan.

Effective Date: Click to enter a date.

Next Review Date: Click to enter a date.

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| --- | --- | --- |
| **Role** | **Name/Position** | **Contact Info** |
| DTC Plan Coordinator |  |  |
| Alternate DTC Coordinator |  |  |
| Technical Representative (Local IT) |  |  |
| Alternate Technical Representative(s) (Local IT) |  |  |

**Step 2:** Identify downtime contacts for all clinical and IT service providers

| **Role** | **Contact Info** |
| --- | --- |
| EMR vendor helpdesk |  |
| Utility company (e.g. BC Hydro) |  |
| Internet Service Provider (ISP) |  |
| Landlord |  |
| Gas Company (e.g. Fortis BC) |  |
| Life Labs |  |
| Hospital labs |  |
| Local imaging services |  |
| Hospital imaging lab |  |
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*\*See* [***Instructions***](https://www.doctorsofbc.ca/sites/default/files/emr_downtime_contingency_plan_instructions.pdf) *to view Steps 3 – 5.*

**Step 6:** Record any downtime events

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| --- | --- | --- | --- | --- |
| **DTC ticket number** | **Start date and time** | **Details/Notes** | **Status**  **(estimated timeline)** | **End date and time** |
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