Preparing for a Planned Downtime

A. Routine Maintenance
   1. Make sure the printer has an ink cartridge installed and paper tray is full.
   2. Plan to have extra paper and an extra ink cartridge on hand so all printing can be accomplished.
   3. For areas that have a 724 Downtime Computer and Monitor, keep on at all times.

B. 60 Minutes prior
   1. No additional electronic orders are entered.
   2. For any new lab orders, begin sending 6 demographic labels per patient to the lab with each group of specimens submitted. Additional labels may be printed from Forms on Demand. Patient labels for new admissions are available in Bed Management (West Lobby).

B. 30 Minutes prior
   1. Log on to the Downtime application (724 Downtime Viewer where applicable) with your Citrix credentials
      - Print Patient list for unit(s).
      - Print current MAR for each patient
      - Print Downtime flowsheets from Downtime webpage or Forms on Demand.
      - If you have issues with the 724 Downtime application, contact the helpdesk at 1-7500.

C. 15 Minutes Prior
   1. All personnel should complete work in the electronic health record and exit the EHR.
   2. Information Technology Services will post updates on the PAWS intranet home page.

Unplanned Downtime – Area Specific Information

A. Acute Care Nursing Areas
   1. Log on to the 724 Downtime application with your Citrix credentials. (If you receive an error message and another logon screen, go to step 2.)
      - Print Patient list for unit(s).
      - Print current MAR for each patient
      - Print Downtime flowsheets from Downtime webpage or Forms on Demand.
      - If you have issues with the 724 Downtime application, contact the helpdesk at 1-7500.
2. If unable to logon using appropriate credentials (network outage), utilize the “Break the Glass” generic credentials:
   - Each acute care nursing unit will have a sealed and dated envelope addressed as “Break the Glass” that contains a generic username and password unique to each unit.
   - This envelope will be maintained in the unit Downtime Notebook, which should be stored away from the Downtime computer.
   - At the change of every shift, the Charge Nurse must validate that the envelope is present and securely sealed and that all Downtime equipment is present. This information is to be included in report to the oncoming charge nurse.
   - Once the “Break the Glass” envelope is opened or missing the password/envelop it must be replaced by IT (contact helpdesk at 1-7500). Also, please report via email to: Nursing_Informatics@augusta.edu

3. For full logon instructions See Appendix A

4. For complete 724 Downtime Viewer processes and training materials see Appendix A

B. Ambulatory Care Services

1. Downtime forms for Ambulatory Care Services (ACS) are located in FOD when the network is available.

2. If the network is unavailable, the Downtime ACS forms are located in a notebook in each practice site.

3. Additionally, ACS Administration has a notebook with copies of the downtime forms.

4. For complete downtime information for ACS see Appendix B: Ambulatory Care Services

C. Emergency Department

Accessing 724 Downtime Viewer on unit clerk workstations

Complete the following steps:
1. Locate and select the 724 Downtime Viewer icon on workstation’s Desktop
2. Enter Cerner Username and Password
3. Enter “Downtime” as access reason

Accessing 724 Downtime Viewer (Citrix Application)

Complete the following steps:
1. Log onto Workstation with given emergency downtime username and password
2. Open Citrix web portal and sign into Citrix with same username and password
3. Open 724 Downtime Viewer Application in Citrix
4. Login into Application using same username and password
5. For complete downtime information for network outage and ED full training materials see Appendix C.

D. Perioperative Services

CHOG

1. Downtime OR forms are located in FOD when the network is available.
2. If the network is unavailable, the Downtime OR forms are located in a notebook at the CHOR OR control desk.
3. The Downtime forms for CHOG PAT, PACU, and Pre Op holding are only located in folders at the Holding desk. None are available in FOD.
4. For complete downtime information for Perioperative Services – CHOG see Appendix D.

**Adult**

1. Downtime OR forms are located in FOD when the network is available.
2. If the network is unavailable, the Downtime OR forms are located at the front desk and in each Core
3. The Downtime forms for Adult PAT, PACU, and Pre/Post Op holding are only located in folders at each area’s front desk. None are available in FOD.
4. For complete downtime information for Perioperative Services – Adult see Appendix Di.

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**General Downtime Processes**

A. Downtime Confirmed – system is “unavailable”
B. Begin downtime procedures--as soon as the system is “unavailable”.
C. Specific departmental procedures included in attached appendices: Perioperative, Ambulatory, ED, Acute Care
D. All processes revert to paper. All paper orders (except for Lab orders) will be communicated via OrderComm to the appropriate departments. If the network is down, hand deliver orders to the appropriate department.
E. Vital sign integration will not be available during a downtime so vital signs should be documented on the appropriate flowsheet. Routine Vital signs should be entered manually into the patient’s chart as soon as the electronic health record (EHR) becomes available.
F. Downtime flowsheets and other downtime forms are available in Forms on Demand and on the Downtime webpage if the network is available. If the network is down, copies of the Downtime forms are located in each area’s designated place. *(See Appendix A-Di for more information)*
G. All paper medication orders must have the patient dosing weight and allergies documented at the top of the order page.
H. Lab orders will be transcribed to the paper requisitions and sent with the specimen and six demographic labels to the lab.
I. Labs ordered prior to the downtime:
   1. Routine collection labels for specimens that would be collected during the downtime period will be printed prior to the scheduled downtime.
   2. If a lab label printed from the EHR is available it should be used when the specimen is sent to the lab.
J. Medication Dispensing Cabinets will be on override.
K. All physician orders are to be written on the paper Physician’s Order sheet. Physicians are encouraged to only write orders that are required for the immediate care of the patient during the downtime period. These orders would be written as one-time orders. For new patient admissions the most frequently used Powerplans are available for printing from the downtime webpage. When these paper plans are used, any non-medication recurring orders must be entered by the provider into the electronic health record when the system becomes
available. Pharmacists will be entering all recurring medication orders from the downtime period. Copies of
Physician’s Order forms are available in the Downtime notebook.

L. Paper prescription pads will be available in the Pharmacy for use during the downtime only for patients
discharged during the downtime. If paper prescriptions are needed, contact the pharmacy at 1-4815 for delivery
to your area. If paper prescriptions are requested, the charge nurse will be asked to sign for the prescription pad;
when the downtime is completed, the unused prescriptions will be collected. An example of a completed paper
prescription is available on the Downtime webpage for reference.

M. Historical patient information will be available to physicians through GRACHIE and also HIMS at 1-2672.

Laboratory Results

A. For laboratory results that become available during the downtime:
   1. Lab staff will call and fax Critical results to the appropriate ordering area.
   2. All urgent and emergent results will be faxed to the appropriate area.
   3. Laboratory will begin entering downtime results into PowerChart when the system becomes available;
      however, the timeframe to complete entry of results will be approximately equal to the length of the
downtime. Please maintain the faxed results until results are available in PowerChart.
   4. Calls to the Core Lab, Blood Bank, and Microbiology should be limited to urgent or emergent requests.
   5. For specimens sent to lab during downtime:
      • If there is no Millennium lab label, send 6 demographic labels per patient for every group of specimens
        transported to the lab (2 labels per tube, include additional labels if specimen is to be shared with
        another area and/or instrument).
      • If a lab label printed form the EHR is available, it should be used; no additional demographic labels are
        needed. The EHR label should be completed/signed by the collector.

B. Clerical staff should closely monitor the fax machine assuring paper is available and machine is working
   properly. All reports are to be placed in the patient's paper chart.

Radiology Results

A. Historical images (studies performed prior to the downtime) will be available during the downtime through
   Citrix in Intellispace PACs (images and reports).

B. Reports for studies performed during the downtime:
   1. Radiology will dictate Emergency studies into voice recognition software and print copies of these reports.
      The reports will be faxed to the patient’s floor or the Emergency Medicine Department.
   2. Emergency Department studies will have first priority in this work flow followed by stat or emergency
      inpatient studies.
   3. Routine Studies will be reviewed and dictated as quickly as volume and staffing permits.
   4. Critical results for all patients will be communicated by the Radiologist calling the ordering physician. All
      sections of the Radiology Order form must be completed. Any forms that are incomplete are subject
      to rejection in OrderComm and must be corrected before the patient can be imaged.
5. All reports for studies performed during the downtime should be dictated and available in PowerChart after Radiology recovers from the downtime by the end of the day. If you are missing a report, please page 3-8652 for assistance.

6. Radiology resident on call page 3-7396.

C. All Radiology images (new and historical) are available through Citrix in Intellispace PACS (User Guide available on the Downtime webpage). For PACS support page 3-1620.

D. Clerical staff should closely monitor the fax machine assuring paper is available and machine is working properly. All reports are to be placed in the patient’s paper chart.

Nursing Documentation

1. Downtime forms are available in Forms on Demand if documentation is required during the downtime. Use the appropriate Downtime forms for your area.

2. Paper downtime forms are also available in each area’s designated place (i.e. downtime notebook for acute care nursing) in case of a network downtime and Forms on Demand is not available.

3. Immediately prior to a planned downtime, print MARs for each patient.

4. All documentation will be on downtime forms and placed in the paper chart.

5. Medication administration should be documented on the paper MAR and in accordance with the Medication Administration Policy. The paper MAR used during the downtime remains a part of the patient’s permanent medical record and should be placed in the paper chart. Vital sign integration will not be available during a downtime so vital signs should be documented on the appropriate flowsheet. Routine Vital signs should be entered manually into the patient’s chart as soon as PowerChart becomes available.

6. Any essential documentation such as: medication administration, patient weight, intake and output, and any unexpected patient changes or events should be entered into the patient’s chart as soon as EHR becomes available.

7. All other paper documentation will not be entered into the electronic system when the downtime is complete. The paper documentation will be placed in the paper chart to be scanned into the electronic record.

A. Patient Handoff

1. For any patient handoff that occurs during downtime or the shift after the downtime, be sure to review the paper MAR with the nurse receiving the patient as all medication administrations may not yet be documented on the electronic MAR.

2. Also, be sure to review all other pertinent paper documentation with the accepting nurse.

3. Communicate to the accepting nurse the period of time that the system has been unavailable.

B. Patients Admitted from the ED

1. Prior to the downtime, if the patient has a planned Powerplan, it will be initiated and printed copies of the Powerplans and MAR will be provided by the ED nurse to the accepting nurse on transfer; if there is no planned Powerplan, paper orders and the paper MAR will be provided by the ED nurse to the accepting nurse on transfer.
Recovery Process

A. One-time orders that were completed during the downtime will not be entered into the EHR system.

B. If the physician performed Medication Reconciliation during the downtime, he/she will be responsible for entering that into the electronic medical record.

C. Medication cabinets will be on override during the extent of the downtime. Pharmacy will be entering all continuing medication orders that were ordered during the downtime into the electronic system during the end of the downtime period. The pharmacy will make every effort to have the medication orders entered BEFORE the system is released to the end users. If you do not see a continuing medication order that was ordered during the downtime on your eMAR, give the pharmacist about two hours after the downtime is over to finish entering the orders from the downtime and you should see the medication on the eMAR. If you do not see the medication two hours after the downtime, contact the pharmacy.

D. If a paper MAR was used to document medications during the downtime, the nurse will use the paper MAR to determine the next correct time to administer scheduled medications from the eMAR. All medications administered during the downtime are post documented on the eMAR during the downtime recovery period. Documentation is performed by personnel authorized to administer medications (see Medication Administration Policy).

E. Non-medication recurring orders must be entered by the provider into the electronic health record when the system becomes available.

F. If there is nursing documentation on the paper downtime forms that has not been entered into the electronic record, the nursing staff will document “yes” on the downtime documentation question (VS form) once the system becomes available. This will denote that some nursing documentation may not be a part of the electronic record due to downtime.
Appendix A

Acute Care Nursing 724 Downtime Viewer Login Instructions

Accessing 724 Downtime Viewer (only on downtime computer)

1. Locate and double click on 724 Downtime Viewer icon on workstation’s Desktop
2. Enter Citrix Username and Password (If you enter incorrect credentials three times, you are prevented from logging in. Contact the Help Desk at 1-7500 to unlock the downtime device)
3. Select OK. The Audit box displays. Enter “Downtime” as audit reason.
4. When the 724 Downtime Viewer opens, the unit(s) assigned to that computer will display
5. For more detailed Downtime instructions please see the Downtime Flyer or the 724 Training materials in your unit downtime notebook.

Break the Glass Process – No Network available

During a network downtime

1. Obtain the “Break the Glass” envelope.
2. Open the envelope to retrieve the generic username and password. These credentials are to be used by each employee that needs access to view downtime information.
3. Logon to the 724 Downtime computer. Type in your Citrix username and password.
4. The “Break the Glass” logon screen will display
5. Type in the “Break the Glass” (Emergency 724 access) username and password.
6. Once “Break the Glass” username and password is accepted, a new screen will display to enter your full name and select an audit reason.
7. Select OK when the 724 Downtime Viewer opens, the unit(s) assigned to that computer will display.
8. Do not discard the generic username and password until Downtime has ended.
9. Once the Downtime has ended, a new envelope with generic credentials will be generated for each unit.

(See Acute Care Nursing 724 DTV Training document for further information – Appendix Ai)
Appendix Ai

724 DTV Training Documents

Acute Care Nursing 724 Downtime Viewer Instructions

A. 724 Downtime Process

1. Login to the 724 Application using your Citrix credentials (Net ID and password)
2. The patient list for unit(s) will appear.
3. From the search results, select Print List
4. Select the columns to print.
5. Choose Finish and the print dialog box displays as shown in the screenshot below

![Print List](image1.png)

6. Select a printer
7. Choose PRINT.
8. If you have any problems with the 724 downtime application, call the Help Desk at 1-7500.

B. MAR Printing

1. To view or print the MAR for a single patient select the patient on the patient list. MAR should be printed for each patient individually.
2. Select Print Chart

![Print Chart](image2.png)
3. The dialog box below displays a list and sections of the chart that can be printed.

4. Select the date range, print documents by date and medication administration (Current) to print.


Make sure to verify that the date and time of each medication to be given is correct. Note the key on the top right of the scheduled medication orders for completed, due and modified –

Scheduled medications are only to be given if time is indicated in the time select field.
When looking at the medication orders, verify that the date and time are correct. Look for “STOP” orders for medications NOT to be given.

PRN medications/Unscheduled medications – verify date and time are current before medication is given.

To Exit and End Your Session

1. Proceed to File (top left corner)

2. Select File

3. Choose Exit
Appendix B
Ambulatory Care Services

ACS follows the Downtime process outlined in the Downtime flyer with the exception of a few steps.

Recovery Process
At the end of Downtime:
1. Medications ordered and administered during downtime will be documented on paper which will be submitted to HIMS for scanning into the record.
2. Vaccines given during downtime will be entered in the Immunization Tab as history.
3. Vital signs and patient weights obtained during downtime will be entered into the electronic health record (EHR).
4. All other paper documentation will be sent to HIMS to be scanned into the EHR.

List of Ambulatory Care Service Forms
These are general forms, applicable to multiple Practices:
1. Adult and Pediatrics Nursing Intake Forms (not in FOD – in process)
2. FOD MCG1212 Patient Stated Chronic Problem List – Adult
3. FOD MCG1211 Patient Stated Chronic Problem List – Pediatrics
4. FOD MCG 747 Ambulatory Care Medication Administration Record
5. FOD MCG 927 Infusion Record
6. Adult Immunization Record
7. Ambulatory SBAR Transfer Note
8. FOD MCG 932 Patient Phone Call Note
9. FOD MCG 870 Dept. of Medicine-Ambulatory Care New Outpatient Progress Note
10. FOD MC:G 869 Dept. of Medicine-Ambulatory Care Return Patient Progress Note

Additional forms such as consent, consults, diagnostic requests and practice specific forms are located on FOD.
Appendix C

724 Downtime Viewer Login Instructions for the ED

Accessing 724 Downtime Viewer (from the Unit Clerk Workstations)

1. Locate and select the 724 Downtime Viewer icon on the workstation’s Desktop
2. Enter Citrix username and password (if incorrect credentials three times, logging in will not be permitted. Contact the Help Desk at 1-7500 to unlock the downtime device)
3. Select OK. Audit box displays. Enter “Downtime” as the audit reason.

Accessing 724 Downtime Viewer (from the Citrix Application)

1. Log into Imprivata with the generic downtime credentials (do not use badge tap).
2. Citrix displays with the 724 Downtime Viewer application.
3. Open 724 Downtime Viewer application.
4. Use your Citrix Username and Password to log into 724 Downtime Viewer.

Accessing 724 Downtime Viewer during Network outage (Use Unit Clerk Workstations)

Note: In the event of a network outage, only the Unit Clerk Workstations are designed to launch the 724 Downtime Viewer and the 724 Downtime Viewer Citrix Application will not be available.

1. Locate and select the 724 Downtime Viewer icon on the workstation’s Desktop
2. Enter Citrix username and password
3. Error message will display, unable to complete Millennium Authentication due to LDAP connection errors. Please enter the emergency 724Access credentials (generic username and passwords) to login.
4. Enter designated generic username and password.
5. On the next screen, enter your full name and select “Downtime”.
6. Patient information will display.
Appendix Ci
ED 724 Downtime Viewer Training Document

Accessing 724 Downtime Viewer (Unit Clerk Workstations)
Complete the following steps to open 724 Downtime Viewer:

1. Locate and select the **724 Downtime Viewer** icon on workstation’s Desktop
2. Enter Cerner Username and Password
3. Enter “Downtime” as access reason

Accessing 724 Downtime Viewer (Citrix Application)
Complete the following steps to open 724 Downtime Viewer Citrix Application:

1. Log onto Workstation with given emergency downtime username and password
2. Open Citrix web portal and sign into Citrix with same username and password
3. Open 724 Downtime Viewer Application in Citrix
4. Login into Application using same username and password

Accessing 724 Downtime Viewer (Unit Clerk Workstations) during Network outage
Note: In the event of a network outage, only on the Unit Clerk Workstations are designed to launch the 724 Downtime Viewer and the 724 Downtime Viewer Citrix Application will not be available.
Complete the following steps to open 724 Downtime Viewer:

1. Locate and click on **724 Downtime Viewer** icon on workstation’s Desktop
2. Enter Cerner Username and Password
3. Error will display, stating credentials cannot be verified and ask for emergency credentials:

4. Enter designated emergency user name and password.

5. Enter Full Name and “Downtime” as access reason

**Searching for an Emergency Department Patient**

Complete the following steps to search in the *FirstNet* view:

1. Click *FirstNet Search*.
2. Select a tracking group from the Tracking Group list. Data loads for that list.
3. Refine search criteria if needed.
4. Click *Search*.

The following data is returned:

- Tracking Location
- Patient Name
- Acuity
- Date of Birth (DOB)
- Sex
- Chief Complaint
- NHS (if configured)
- Provider Roles
- 724 *FirstNet* Comments,
- Arrival Date and Time
- Departure Date and Time
- Discharge Diagnosis
- Discharge Disposition
- MRN
- PTID (if configured)
- FIN
Adding an Emergency Department Patient

Complete the following steps to add a patient in the FirstNet view:

(\textit{Note: Adding a patient in the 724 DTV Application is for tracking purpose only, patients entered in the application will not appear in FirstNet when downtime is completed})

1. Click \textit{FirstNet Search}

2. Click \textit{Add} button

3. In the \textit{Add} window complete the following required details:
   a. \textbf{Arrival Date/Time}: auto populates, user can click pane to modify
   b. \textbf{Location}: select the room patient is assigned to
   c. \textbf{Patient First Name}
   d. \textbf{Patient Last Name}

4. Add additional information, if applicable:
   a. \textbf{Chief Complaint}: Patient’s reason for visit and other pertinent information
   b. \textbf{Comment}: Displays on comment column in FirstNet Viewer

5. Assign providers to patient

6. Click \textit{Save}

7. Patient now appears on FirstNet view denoted with an icon, indicating the patient was manually added in 724 DTV
Editing an Emergency Department Patient

Complete the following steps to edit a patient in the FirstNet view:

1. In the FirstNet patient tracking list, select a patient row.
2. Click Edit. The Edit dialog box is displayed.
3. Add or update the information as needed and click Save.
Departing an Emergency Department Patient

Complete the following steps to depart a patient from the FirstNet view:

1. In the FirstNet patient tracking list, select a patient row.
2. Click **Depart**.
3. Select a discharge disposition and enter a discharge diagnosis.
4. Click **Depart**. The Depart dialog box is displayed.

5. Select a depart date and time. The current date and time are displayed by default.
6. Select a Discharge Disposition.
7. Enter a Discharge Diagnosis.
8. Click **Depart**.
Printing Patient Education

Complete the following steps to view and print patient education content:

1. Select a patient row.
2. Click **Patient Ed**.
3. Select a category from the top-left box in the **Instructions** tab to search for patient education documents.
4. Double-click a document to create an instance of the document in the Selected Instructions box.
5. Double-click the document entry in the Selected Instructions to pull the document contents into the editor. Edit the document if necessary.
6. Click the **Follow-Up** tab and edit the free text fields if necessary.
7. Click **Print** to print the patient education content.
   1. Document entries from the **Selected Instructions** tab print first.
   2. Follow-Up information prints after Selected Instructions.
   3. If the **Cover Page** box is selected, the cover page prints first. The cover page is a document created by each client.
   4. If the **Signature Line** box is selected, the signature line page prints last. The signature line document is a document created by each client and needs to be named **Signature Line** in the patient education content folder.
**Viewing Departed Patients**

Complete the following steps to view departed patients:

1. Click *FirstNet Search*.
2. Select a tracking group from the Tracking Group list.
3. Check the box for “Include Departed Patients”
4. Click *Search*.
5. Departed patients now appear in tracking list.

**Undoing an Emergency Department Patient Departure**

Complete the following steps to undo a departure:

1. Select a departed patient row.
2. Click *Undo Depart*. The undo depart dialog box is displayed.
3. Click *OK* to confirm undo departure.

**Patient Data**

**Viewing Patient Information**

Complete the following steps to view patient information in *724Access Downtime Viewer* (724AccessViewer.exe):

1. Select a patient's record. The patient's record is displayed.
2. Select Patient Information on the left of the screen. The patient's information is displayed.
3. Select the Demographics, Allergies, Problems, or Diagnosis tabs to view information.

**Printing Patient Data**

Complete the following steps to print patient data:

1. Select the patient row or rows you want to print.
2. From the toolbar, select *Print Chart*.
3. Select a date range from the results to be printed.
4. Select one or multiple sections of the patient's data
5. Click **Finish**.
6. Select a printer.
7. Click **Print**.

### Printing ED Tracking List
Complete the following steps to print patient data:

1. From the tracking window, select **Print List** from the toolbar.

![Printing Preferences](image)

2. Select the columns from the results to be printed.
3. Select **Landscape**
4. Click **Finish**.
5. Select a printer.
6. Click **Print**.
Appendix D
CHOG Perioperative Services

1. Downtime OR forms are located in FOD when the network is available.
2. If the network is unavailable, the Downtime OR forms are located in a notebook at the CHOR OR control desk.
3. The Downtime forms for CHOG PAT, PACU, and Pre Op holding are only located in folders at the Holding desk. None are available in FOD.
4. Please see the Downtime Perioperative Services Implant Record and Charge Sheet below:

[Image: Implant Record Downtime Procedure Perioperative Services.xps]

[Image: Charge Sheet Downtime Procedure Perioperative Services.xps]
## Appendix D
### CHOG Perioperative Services

### SurgiNet Downtime Procedures

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Periop / OR Circulating Nurse</td>
<td><strong>Perioperative Nursing Notes</strong>&lt;br&gt; Circulating nurse documents all clinical notes including implants&lt;br&gt;&lt;br&gt;<strong>Distribution:</strong>&lt;br&gt; Original copy in patients chart&lt;br&gt; Copy to OR billing office for data entry after the downtime ends</td>
</tr>
<tr>
<td><strong>Preference Card / CHARGES</strong>&lt;br&gt;(hard copies in downtime book &amp;lor; supplied by sterile supply with case supplies)&lt;br&gt;a. Document quantity of supplies next to item listed on pref card&lt;br&gt;b. Write additional items &amp; quantity not included on pref card list&lt;br&gt;c. If no periop cart is available, document charges on the charge sheet provided in downtime folder&lt;br&gt;&lt;br&gt;<strong>Distribution:</strong>&lt;br&gt; Original to Billing office</td>
<td></td>
</tr>
<tr>
<td><strong>Implant Log</strong>&lt;br&gt;Document all Implants with complete descriptions, catalog #s, quantities, manufacturer, &amp; serial #s if available&lt;br&gt;&lt;br&gt;<strong>Distribution:</strong>&lt;br&gt; Original to Billing office</td>
<td></td>
</tr>
<tr>
<td><strong>Central Line Bundle Documentation</strong>&lt;br&gt;Omit a hard copy of bundle documentation from the downtime binder at the front desk or from&lt;br&gt;Forms on Demand (MODIS)&lt;br&gt;&lt;br&gt;<strong>Distribution:</strong>&lt;br&gt; Original remains in the patient's chart</td>
<td></td>
</tr>
<tr>
<td><strong>Procedure Note</strong>&lt;br&gt;The attending surgeon or resident completes the Procedure Note following the case&lt;br&gt;&lt;br&gt;<strong>Distribution:</strong>&lt;br&gt; While Copy stays in patient's chart, Yellow Copy to OR &amp; Billing office, Pink Copy to Billing</td>
<td></td>
</tr>
<tr>
<td><strong>Perioperative Document</strong>&lt;br&gt;The Perioperative Document original must remain in the patient's chart with the patient&lt;br&gt;<strong>Make a copy of the Perioperative Document for data recovery entry into Carnar following downtime</strong>&lt;br&gt;<strong>Perioperative Data Entry - Carnar</strong>&lt;br&gt;<strong>Post-op</strong>&lt;br&gt;Periop &amp; PACU times are documented on the Ambulatory Surgery Pre-op&lt;br&gt;Nursing Note - Preop&lt;br&gt;PACU&lt;br&gt;PACU care including vital signs is documented on the PACU Triage sheet and sent with the patient&lt;br&gt;Physician orders and progress notes will be on hard copies (print from link on downtime page) and must be ordered&lt;br&gt;sent to Pharmacy. Original remain in patient's chart&lt;br&gt;<strong>Documentation of administered meds must be done on the paper MAR that came with the patient from the&lt;br&gt;pharmacy unit or on an MAR printed from forms on demand</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Pre & Post-op - PACU Nurse

- **Pre-op & Post-op**<br>Pacu Prepping and PACU times are documented on the Ambulatory Surgery Pre-op<br>Nursing Note - Preop<br>Billing<br>Pacu<br>Pacu care including vital signs is documented on the Pacu Triage sheet and sent with the patient<br>Physician orders and progress notes will be on hard copies (print from link on downtime page) and must be ordered<br>sent to Pharmacy. Original remain in patient's chart<br>**Documentation of administered meds must be done on the paper MAR that came with the patient from the<br>pharmacy unit or on an MAR printed from forms on demand**

### Billing

**RECOVERY / DOWNTIME END**<br>Nursing & Billing work together to enter all case data into the documentation system - asp. times, staff, charges<br>using the downtime forms compliamed and turned into the billing office (all applicable periop docs should be<br>entered into SurgiNet).<br>Process all supply and time charges in system using standard process for all remaining cases following<br>perioperative documentation in the system by nurse. In Charge Review, remaining cases already billed<br>manually. DO NOT reenter charges previously entered directly into Healthquest!!

**EXTENDED DOWNTIME (unexpected) - 1 Day**<br>If the downtime is not expected to last less than 24 hours, the ORANGE Record of Op form must also be<br>completed for all cases and sent to HFMS for entry into Healthquest forms in DT binder & attached above<br>decimal of these cases.<br>Enter all supply charges into Healthquest manually using the ORANGE Charge sheet or thru cards with charges<br>and implant logs. Obtain the COMF from the 'periop master' with COMF for downtime spreadsheet in the downtime<br>folder on the shared drive.<br>Enter all time charges into Healthquest manually using the record of operation times and the tab named COMF File<br>in the same file.
1. Downtime OR forms are located in FOD when the network is available.

2. If the network is unavailable, the Downtime OR forms are located at the front desk and in each Core.

3. The Downtime forms for Adult PAT, PACU, and Pre/Post Op holding are only located in folders at each area’s front desk. None are available in FOD.
Appendix Di
Adult Perioperative Services

Periop - OR Circulating Nurse

Perioperative Nursing Notes - Circulating nurse documents all clinical notes including implants:

**Distribution:**
- Original copy in patients chart
- Copy to OR/Billing office for data entry after the downtime ends

Preference Card / CHARGES (hard copies in downtime book &/or supplied by sterile supply with case supplies)
- a. Document quantity of supplies next to item listed on pref card
- b. Write additional items & quantity not included on pref card list
- c. If no pref card is available, document charges on the charge sheet provided in downtime folder

**Distribution:**
- Original to Billing office

Implant Log:
Document all implants with complete descriptions, catalog #s, quantities, manufacturer, & serial # if available

**Distribution:**
- Original to Billing office

Central Line Bundle Documentation - Obtain a hard copy of Bundle Documentation from the Downtime Binder at the Front Desk or from Forms on Demand (MCSS35)

**Distribution:**
- Original remains in the patient chart

Procedure Note - The attending surgeon or resident completes the Procedure Note following the case.

**Distribution:**
- White Copy stays in patient's chart, Yellow Copy to PPG Bin in Holding, Pink Copy to Billing

**The Perioperative Document original must remain in the patient's chart with the patient.**

- Make a copy of the Perioperative Document for data recovery/entry into Center following downtime
- Include: Segments: Data fields: Case Times, Surgical Procedures, Case Attendance, General Case Data, Implant Log, Delays, Sentinel Events, Poll List, and Medications

PRES & POST-OP - PACU NURSE

Preop Holding and PACU times are documented on the Ambulatory Surgery Pre-Op Nursing Note - Preop Holding

PACU Care including vital signs is documented on the PACU Trifold and sent with the patient

Physician Orders and Powerplans will be on hard copies (print from link on Downtime page) and must be order commed to Pharmacy. Original remains in patient’s chart

Documentation of administered meds must be done on the paper MAR that came with the patient from the sending unit or on an MAR printed from forms on Demand

**Clinical documentation on paper forms remain in the patient’s chart with the patient - Albertha Downtime ends.**

**Perioperative Documents with case times and attendees must be entered into the patient’s electronic health record in Center.

Billing

**RECOVERY / DOWNTIME ENDS:**

Nursing & Billing work together to enter all case data into the documentation system – ex. times, staff, charges using the downtime forms completed and turned into the billing office (all applicable periop docs should be entered into Surgnet)

Process all supply and time charges in system using standard process for all remaining cases following perioperative documentation in the system by nurse; InCharge Review, remove/delete cases already billed manually.

**DONOT resend charges previously entered directly into Healthquest**

**EXTENDED DOWNTIME (unexpected) > 1 Day**

**If the downtime is not expected to end in less than 24 hours, the ORANGE Record of Op form must also be completed for all cases and sent to HIS for entry into Healthquest (forms in D1 binder & cabinet above printer at front desk)**

Enter all supply charges into Healthquest manually using the written charge sheets or pref cards with charges, and implant logs. Obtain the CDM from the ‘Item Master with CDMs for Downtime’ spreadsheet in the Downtime folder on the shared drive

Enter all time charges into Healthquest manually using the record of operation times and the tab named CDM File in the same file