



## **IDX Registration System scheduled maintenance (downtime)**

- 15 minutes prior - All personnel should complete work in IDX
- 10 minutes prior - All personnel should exit IDX applications

### **System is down (unavailable) – Begin downtime procedures**

#### ***Downtime communication:***

- IDX Downtime Communication Form to be completed for every transfer and discharge that occurs during downtime.
- This form must be sent from each Nursing unit via OrderComm to all Hospital Based Services (Pharmacy, Lab, Radiology, Rehab, Dietary, Respiratory Therapy, etc.) and Bed Management (Unscheduled Admissions) at the time the patient is transferred or discharged. If this form is not sent via OrderComm to the appropriate departments, patient information will not be available in the clinical information system (Cerner).

#### ***Downtime activities:***

- Patient labels for new admissions are available in Bed Management (West Lobby)
- All patients admitted/transferred/discharged during downtime will be available in Cerner (Clinical Information System) when Cerner become available.
- If a patient is not available in Cerner (Clinical Information System), contact Bed Management at 1-2267, for assistance.
- Technology Services will post updated messages to communicate downtime status on the paws.gru.edu webpage <https://paws.gru.edu/Pages/default.aspx> under the ITS Alerts section in the lower left corner.

**Any problems experienced during this time, should be called to (721-7500).**