



## **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 when the clinical information system (Cerner) is accessible.

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

- Patient labels for new admissions are available in Bed Management (West Lobby)
- Cerner and IDX will be unavailable. Paper registration and OrderComm will be utilized during this time.
- Information Technology will post updated messages to communicate downtime status on the [paws.augusta.edu](http://paws.augusta.edu) home page under the ITS Alerts section in the lower left corner.

**Any problems experienced during this time should be reported to 721-7500.**