

EMR Downtime Conversion to Cerner

Physicians and Providers

June 1, 2018



Table of Contents

Chapter 1	Introduction	
1.1	Overview.....	3
Chapter 2	Downtime Process	
2.1	Downtime Definition.....	3
2.2	Announcement of Downtime.....	4
Chapter 3	Conversion to Cerner Downtime Workflow	
3.1	Downtime Workflow	4-6

Chapter 1 Introduction

1.1 Overview

The Electronic Medical Record is the source of truth regarding care provided to patients at McLaren Greater Lansing.

It is expected that all Physicians and Providers operate using downtime procedures until systems are back up and recovery procedures are completed. This plan has been created to guide all Physicians and Providers who utilize Paragon systems at McLaren Greater Lansing including those disciplines and providers such as; Physicians MD's, DO's, PA's, APRN's, Residents and Medical Students.

Each unit is responsible to maintain a downtime box including paper forms. Downtime documentation and procedures will be implemented to ensure that uninterrupted quality care is provided.

Chapter 2 Downtime Process

2.1 Downtime Definition

The term downtime at McLaren Greater Lansing refers to the interruption or functioning of Paragon applications.

Scheduled Downtime: is planned for system maintenance, upgrades, and patches (Supplemental).

Unscheduled Downtime: is unplanned and occurs when failures such as environmental or system processes interfere with system functions and operations. If interruption is greater than 2 hours downtime procedures will be facilitated.

Extended Downtime: interruption of functioning of Paragon applications greater than 8 hours and/or crossing shifts.

2.2 Announcement of Downtime

Downtime start and will be communicated by overhead page initiated by the ATOS Client Site Executive. Overhead pages will occur at both Greenlawn and Pennsylvania campuses.

PROVIDER ALERT

Physicians and Providers will be notified via email of scheduled downtime, including those accessing Web Station for Physicians from remote locations. Physician Liaisons will also communicate downtime to Physician, Providers and Ambulatory Office staff.

Chapter 3 Conversion to Cerner -Downtime Process

3.1 Downtime Workflow

June 1 at 1700

**ALL CPOE ORDER ENTRY WILL STOP IN WEB STATION
FOR PHYSICIANS**

Command Center Hotline 810-342-2400

17:00 – 00:01

All orders will remain on PAPER.

Each unit will have a downtime bin with paper order forms.

17:00:

Patient Placement will print a master copy of the census.

17:00:

Radiology, Pharmacy & Lab will input paper downtime from units into system.

Results will be resulted in Paragon and Cerner.

Respiratory

EKG and Stress Test information can be viewed in WebStation.

Radiology

Radiology reports and films will be available in WebStation. Any questions or report status inquiries should be called to Radiology office at Ext. 56382, #1.

Cath Lab

Any questions or status inquiries should be called to the Cardiac Cath Lab Ext. 56615. Historical cardiac results will be available in WebStation.

Vascular Lab

Any questions or report status inquiries should be called to Vascular Lab at Ext. 59401.

Downtime Forms

Downtime bins will be available on each unit for Paper Orders

Physicians and Providers will use paper forms during the downtime for ALL patient orders.

Documentation will continue in WebStation after 17:00 and will then convert to Cerner at 00:01 on June 2nd.

Medication Reconciliation

This workflow will be followed for medication reconciliation

Patient Admitted after 17:00 on June 1st

Admit Medication Reconciliation is done in WebStation.

June 2nd 00:01: CERNER IS LIVE

Complete Medication Reconciliation for all **NEW inpatients and Surgical**.

If you completed an Admit Med Rec in Webstation between 17:00 and 00:00,
You DO NOT complete another Admit Med Rec in Cerner.