

Department of Clinical Research Informatics (DCRI)
Clinical Center, NIH

Subject: Downtime Policy and Procedure for Unavailability of Electronic Clinical Systems

Purpose:

The purpose of the policy is to maintain the integrity of clinical and research information and processes, and to insure the continuation of clinical care and research studies during the absence of available electronic/automated clinical systems.

Background:

The prevention, early detection, and effective management of a scheduled or unscheduled Clinical Research Information System (CRIS) downtime event are critical to assuring quality patient care at the Clinical Center (CC). To manage these events effectively, the Department of Clinical Research Informatics (DCRI) must identify the various roles and responsibilities of DCRI in maintaining CRIS and Clinical Information Systems. DCRI's Technical Operations is responsible for providing the hardware and network infrastructure, while Clinical Operations is responsible for maintaining the CRIS Systems. Scheduled System downtimes require coordination between multiple departments and people. Provided in the guidelines below are: A checklist for planning scheduled system downs, description of the systems that define CRIS and the description of the systems affected by CRIS Downtimes.

Policy:

Clinical and research information management will be maintained with a downtime manual process when electronic systems and information are not available. Defined procedures and guidelines will be followed. Involved informatics and technical staff will coordinate communications with each other, with clinical users and with administrators as required.

Appendices:

Policy Guidelines

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References:

Disaster Recovery Plan: located in the Data Center Operations Department, room B25750.

Approved: _____
Jon McKeeby, D.Sc.

Chief, Dept. of Clinical Research Informatics

Implemented: 6/01: Revised:11/08, 5/09, 7/09, 2/10, 6/10, 3/11, 6/11, 12/11, 3/12, 7/12, 9/12, 10/12, 11/12, 12/12, 1/13, 2/13, 5/13, 8/13, 11/13, 7/14, 2/15, 8/15, 7/17, 10/17, 12/17, 3/18, 7/18, 2/19, 11/19, 6/20

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Procedures: Downtime Processes for Unavailability of Electronic Clinical Systems

1.0 Scheduled System Downs

There are no routine downtimes for systems. System downtimes are related to maintenance upgrades and/ or system problem solving as needed. All Scheduled CRIS and non-CRIS downtimes must go through the Technical Review Board (TRB). As part of the TRB process they must be added to the Change Management calendar used to track and schedule system downtimes. Notification will occur if a system down is planned for more than 15 minutes or as soon as interruption is found for an unplanned down. DCRI will internally monitor all system downtime(s) and record all systems disruption, for users. The downtime procedures are defined in the following section according to roles.

The procedure is also defined in section 3.0.

1.1 Down Preparation- Clarification of Roles

- A. The Deputy Chief Informatics Officer (CIO) or the Clinical or Technical Architect utilizing DCRI staff will coordinate system down time with the following, noted below: (See Appendix A for organizational assignments) based on the reason for the system down.

The Deputy CIO and Chief, Server Support or other DCRI Executive staff will decide whether to send an e-mail (blind copy - Bcc) to the CC Systems Notifications DL and CC-ISD IE Notice DL informing users of system down. If email notification is needed to all CRIS users then the "CC CRIS Users Master Dist List - A- K" and "CC CRIS Users Master Dist List - L- Z" DL will be utilized (send blind carbon copy and expand list). These DLs are for emergent / CRIS critical purposes. Also the CRIS Status screen (Hello Screen) will be updated with applications status (type of down, date and time).

DCRI

- CIO
- Deputy CIO Clinical Informatics
- Deputy CIO Director of IT Operations
- Chief Portfolio Officer
- Project Manager
- Chief, Clinical Applications
- Clinical Information System Administrator
- Clinical Database Lead
- Systems Monitoring, Team Lead
- DCRI Liaison Team, Member
- Clinical Architect
- Technical Architect
- DPM System Administrator

Diagnostic Radiology Department- Imaging Science Division

- Radiology Information System Administrator

Department of Laboratory Medicine (DLM)

- Lab Information Manager
- Back-up Administrator

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Department of Transfusion Medicine (DTM)

- Lab Information System Administrator
- Quality Assurance Specialist
- Transfusion Services Supervisor

Clinical Center Nursing Department (CCND)

(Entire nursing department is notified of downs)

- CCND Chief
- CCND Deputy of Clinical Operations
- CCND Service Chiefs
- Administrative Coordinator (AC) – on call
- For ADT System downtime - notify the Deputy Chief, or designee and Admissions

Nutrition

- Chief Nutrition Department
- Chief of Clinical Nutrition Services
- Assistant Chief of Food Services
- Registered Dietician Informaticist

Note: May need to call Nutrition Kitchen Supervisor on site weekdays beginning at 6:00 am

Patient Support Services Department

- Chief, Patient Support Services Department
- For ADT System Down – notify the Chief or designee and Admissions

Pharmacy

- Chief
- Pharmacy Administrative Officer of the Day
- Pharmacy Informatics Team

Refer to Appendix A.1 for individual's name for the roles listed above.

Please include CC-DCRI External CRIS Down Notifications when opening conference line for any CRIS, Printing, CRIS interface, Network Downs, or Training database. Systems Monitoring will add this DL to the Open Conference Call email.

- B. Chief, Clinical Application, Interface Supervisor or Clinical Information System Administrator will notify the Clinical Information Departments that utilize interfaces of the proposed time by phone call and then send an e-mail (Bcc) from the CC DCRI Notifications (DO NOT REPLY) DL to the CC-ISD IE Notice and CC-Systems Notification DLs identifying the date, time and reason for the scheduled down.
- C. DCRI Liaison Team, Member has the role for communicating the planned downtime during regular working week hours. Communication as to what service is down and the duration of the downtime needs to be relayed. If there will be three or more downtimes in a week, the DCRI Liaison Team, Member will send notification included in a table listing the various types of downtimes with date and times.

The procedures for system users during the downtime are the same whether or not there is less than or greater than 24 hour notification; however, the communication role of the DCRI Liaison Team, Member differs.

Email Notification – DLs:

The DCRI Liaison Team, Member will notify users of the downtime utilizing e-mail.

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All email will be sent from the CC DCRI Notifications (DO NOT REPLY) DL.
All notifications will be sent blind copy (Bcc) to the CC-ISD IE Notice and CC Systems Notification DLs.

There may be additional distribution lists added to the notification besides the routine CC-ISD IE Notice and CC Systems Notification DLs.

Additional distribution lists include: Prescribers and Affiliate staff: Notification to Prescribers and affiliate staff will be sent (Bcc) if CRIS is to be down for > 2hours and/ or another system goes down more than once during the day. The prescribers and affiliate staff distribution list is as follows:

- CCMEDSTAFF-L@LIST.NIH.GOV and
- CCAFFSTAFF-L@LIST.NIH.GOV

All Clinical Center Staff: CC Staff DL

Notification (Bcc) to "CC Staff" is used when the message needs to get to a larger group of stakeholders (e.g. Unplanned Network Downtimes).

All CRIS Users: If email notification is needed to all CRIS users then the "CC CRIS Users Master Dist List - A-K and CC CRIS Users Master Dist List - L-Z" distribution lists (Bcc) will be utilized.

The following DLs are for emergent / CRIS critical purposes. The DCRI Liaison Team, Member or Executive leadership will determine when to send to these DLs. Special security rights are required to send (Bcc) to the "CC CRIS Users Master Dist List - A-K and CC CRIS Users Master Dist List - L-Z".

Reference Appendix A for the following information:

- Departmental staff listed above in section 1.1A (reference Appendix A.1 for staff's role and name)
 - Clinical Center Nursing Staff reference Appendix A.2 for DL E-mail addresses
 - Clinical Center Department of Transfusion Medicine
 - Clinical Center DCRI Government Staff
1. 24 hour Advanced Notice (Planned CRIS Downtime):
If the planned downtime has more than a 24 hour notice, during a regular working week, it will be communicated by having the DCRI Liaison Team, Member distribute flyers to the Nurse Manager mailboxes, update the CRIS Status Screen (Hello Screen) about the future CRIS downtime and e-mail CC nursing staff via the CC System Notification DL. A sufficient quantity of flyers must be provided to the Nurse Managers, as the Managers may cover more than one inpatient unit and/ or clinic (see Appendix I for sample flyers, and communication of down Department of Laboratory Medicine Downtime Process for Nursing).
 2. Less than 24 hour Advanced Notice (Planned CRIS Downtime):
For planned downtimes, during a regular working week, where there is less than 24 hour advanced notice, the DCRI Liaison Team, Member will e-mail (Bcc) the CC nursing staff and departmental staff listed above in section 1.1A via the CC-ISD IE Notice and CC- Systems Notification DL, and update the CRIS Status screen about application status. In addition, the DCRI Liaison Team, Member or designee may call units and clinics.
 3. Nurse Manager Mailboxes are located in the following locations:
 - 10/2B01 in work area room 2B04

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Flyers will be distributed to the Clinics and Day Hospitals only if the downtime will affect them during their hours of operation. Refer to the Nursing Department (CCND) Organizational Chart as a resource when distributing flyers to the nurse managers. It can be found at the following URL link: <http://www.cc.nih.gov/nursing/about/orgchart.html>

- D. Systems Monitoring assumes the responsibilities of the DCRI Liaison Team, Member during evenings, nights, holidays and weekends. The CRIS Analyst On-Call will follow the same notification instructions as the DCRI Liaison Team, Member in Section 1.1 C if assistance is needed from the Systems Monitoring team. In addition, the CRIS Analyst On-Call will contact the Nursing Administrative Coordinator, via page operator to communicate status of downtime (if applicable). Clinical Information Departments will be informed if significant changes occur from the downtime that impact their resources.

2.0 Scheduled System Downs- Communication

There are no set scheduled maintenance downtimes. They occur as needed. The best times to perform these needed maintenance activities requiring downtime are negotiated with the affected departments. This is defined in section 2.2. Planned system downs are identified as providing notification 24 hours in advanced.

2.1 Communication of Downtime (Planned)

The DCRI Liaison Team, Member or designee is responsible for communicating downtime information when the system is down. Team Leader of Systems Monitoring or designee is responsible for communicating when the system is back up and operational. All downtime communication to the user community will be sent from the CC DCRI Notifications (DO NOT REPLY) DL.

A. The DCRI Liaison Team, Member:

- Directs the NIH Page Operator via email to overhead page of CRIS down or affected system 30 minutes before, at the time of downtime and the subsequent repeat announcements. Announcements can be made hourly unless the down is >2 hrs, then refer to extended planned downtime.
- Sends email notification (Bcc) to CC Systems Notification and CC-ISD IE Notice DLs identifying the reason for the downtime.
- Updates/ places announcement on CRIS Status screen (Hello Screen) on the type of downtime: application type, date and time.

B. The team leader of Systems Monitoring or designee :

- Prior to the downtime:
 - Sends 2nd reminder email notification (Bcc) to CC Systems Notification and CC-ISD IE Notice DLs identifying system 30-60 minutes before the down.
- When the system is operational:
 - Directs the NIH Page Operator to overhead page CRIS or affected system is operational.
 - Notifies the CC Service Center at 301-496-8400, during regular working hours.
 - Notifies the CRIS Analyst on-call via the Page Operator (during evenings, nights, holidays and weekends only) if necessary.
 - Sends email (Bcc) notification to CC Systems Notification and CC-ISD IE Notice DLs identifying the system is operational.
 - Updates/ removes downtime message on CRIS Status screen (Hello Screen) (if any).

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Planned downtime

Notification (Bcc) to Prescribers and affiliate staff will be sent if CRIS is to be down for > 2hours. The prescribers and affiliate staff distribution list is as follows:

CCMEDSTAFF-L@LIST.NIH.GOV and

CCAFFSTAFF-L@LIST.NIH.GOV

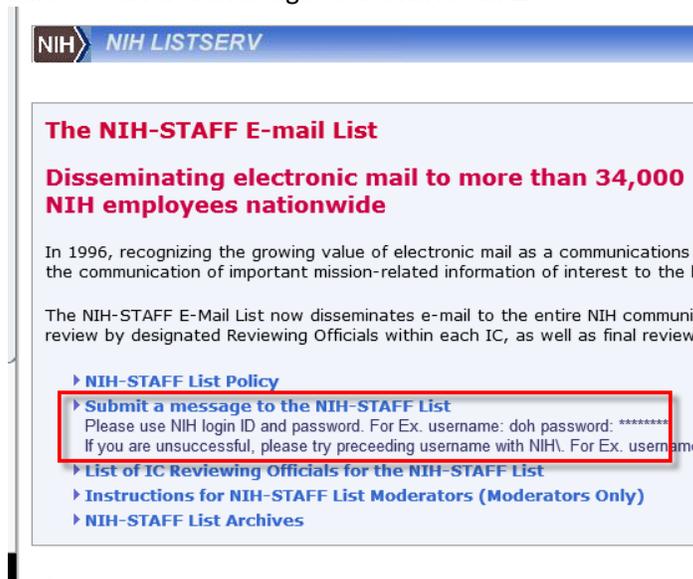
Upgrades (30,000+ People Distribution list)

URL: <http://list.nih.gov>

Select NIH Staff Email List – NIH Only

It takes you to https://list.nih.gov/LISTSERV_WEB/NIH-STAFF/

Select “Submit a Message to the NIH Staff List”



The screenshot shows the NIH LISTSERV website interface. At the top, there is a blue header with the NIH logo and the text 'NIH LISTSERV'. Below this, the main content area is titled 'The NIH-STAFF E-mail List' in red. Underneath, it says 'Disseminating electronic mail to more than 34,000 NIH employees nationwide'. The text describes the history of the list, starting in 1996. A list of links is provided, including 'NIH-STAFF List Policy', 'Submit a message to the NIH-STAFF List', 'List of IC Reviewing Officials for the NIH-STAFF List', 'Instructions for NIH-STAFF List Moderators (Moderators Only)', and 'NIH-STAFF List Archives'. The 'Submit a message to the NIH-STAFF List' link is highlighted with a red rectangular box. Below this link, there is a small text box with instructions: 'Please use NIH login ID and password. For Ex. username: doh password: *****. If you are unsuccessful, please try preceding username with NIH. For Ex. username: doh'.

Complete fields with information including message.

Selects Yes for NIH staff only and it goes to the DC, MD and VA areas.

Notification Determination/ Frequency

Based on the type of application /system down, the impact to the NIH community is minimal, System Owners can identify if email or overhead notification is required. Email and overhead notification may vary at the systems owner’s discretion (e.g. CBORD Down for 24 hours only announce at the beginning and the end of the down period; NIH email service down at the beginning, repeated in 15 minutes and at the end of the down period).

If the start of a downtime is delayed more than two hours from the initial time identified in the communication, an email will be sent out to users by the team leader of Systems Monitoring or designee.

If the system is not operational at the designated time, continue with downtime overhead announcement and email notification that the system remains down.

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2.2 Time Coordination

Communication between the DCRI appropriate roles will occur when selecting/coordinating the scheduled downtime.

Best times for downtime:

- All Departments= Primarily CRIS
8:00 pm – 10:00 pm if downtime <90 minutes (Wednesday)
6:35 pm – 10:35 pm on Saturday if downtime > 90 minutes.
Note: Downtimes greater than 90 minutes during the workweek need CIO approval.
- CIT= to follow All Departments best time for downtime.
- DPM = 8:00 pm – 10:00 pm
- DLM= 8:00 pm – 10:00 pm
- DTM= 8:00 pm – 10:00 pm
- DRD= prefers after 4:00 pm
- Nursing= prefers 1:00 am; however, during business hours weekdays and weekends, the least disruptive time would be after 5:00 pm. Nursing requests the following as preferred times:
 - ADT scheduled downtime - 10:00 pm – 12:00 am.
 - ATV scheduled downtime- Thursday after 6:00 pm
 - Scheduled downtime < 24 hour notice - at 5:00 pm.
 - Times to Avoid- 11:00 am and 4:00 pm.
- Nutrition= 8:00 pm – 5:00 am
- Messenger and Escort= to follow All Departments best time for downtime.
- Patient Support Services Department =
 - ADT scheduled downtime - 10:00 pm – 12:00 am.
 - ATV scheduled downtime- Thursday after 6:00 pm
- Pharmacy= need to address each downtime on a case-by-case basis (8:00 pm – 10:00 pm)
- Respiratory Therapy =1:00 am – 5:00 am

*Times to Avoid- During Power Testing

2.3 Notification to Clinical Information Departments of Proposed Downtime

- A. DCRI appropriate role and Clinical Information system Administrator will notify the Clinical Information Departments that utilize interfaces of the proposed time through the following means:
 1. Phone call
 2. E-mail (Bcc) to the CC-ISD IE Notice DL identifying the date, time and reason for the scheduled down.
- B. Individual Departments determine if they need to call stat results and if they need to follow their own Interface down procedures and use manual procedures.
- C. Refer to Appendix D & I for the effects of downtime on clinical departments interactions with patient care units.

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2.4 Extended Planned Downtime (greater than 2 hours)

A. The DCRI Liaison Team, Member or designee is responsible for communicating downtime information when the clinical system is down. When a planned extended down is scheduled the DCRI Liaison Team, Member will:

1. Send initial email requesting the NIH Page Operator to overhead page as guidelines:
 - If Downtime occurs between 7:00 am – 10:00 pm= Overhead page every 2 hours
 - If Downtime occurs between 10:00 pm – 6:00 am= Overhead page every 4 hours.
2. Send initial email notification (Bcc) from CC DCRI Notifications (DO NOT REPLY) DL to CC Systems Notification and CC-ISD IE Notice DLs (Bcc) identifying the reason and details for the downtime.
3. Update/place announcement on CRIS Status screen (Hello Screen) on the type of down: application type, date and time.

Note: The overhead notification may vary based on the type of application down for a specific system that has minimal impact the NIH community. The main users or system owners of the system can request that extended announcement can be reduced to what the user defines (e.g. CBORD Down for 24 hours only announce at the beginning and the end of the downtime period; NIH email service down at the beginning, repeated in 15 minutes and at the end of the downtime period).

B. Prior to /During System down the DCRI Team Leader of Systems Monitoring or designee is responsible for:

1. 30 minutes before the downtime: sending a second reminder email notification to designated distribution lists identifying system is down.
2. Confirming the hourly or every two hour announcements are being made over head until the system is operational.
3. Updating/ placing announcement on CRIS Status screen (Hello Screen) on the type of downtime: application type, date and time using red font color.
4. Sending email notification from CC DCRI Notifications (DO NOT REPLY) that the system remains down every two hours (unless designated otherwise) from the start of the downtime until they are notified it is operational. Email notification (Bcc) is sent to CC Systems Notification, CC-ISD IE Notice, CC MedStaff ListServ, and CC AFFSTAFF ListServ.
5. Sending email notification from CC DCRI Notifications (DO NOT REPLY) when CRIS Sundown is available for use. Email notification (Bcc) is sent to CC Systems Notification, CC-ISD IE Notice DL, CC MedStaff ListServ, and CC AFFSTAFF ListServ. Note: more DL may be identified.
6. Directing the NIH Page Operator to overhead page when CRIS is again operational.
7. Sending email notification (Bcc) from CC DCRI Notifications (DO NOT REPLY) to CC Systems Notification, CC-ISD IE Notice DL, CC MedStaff ListServ, and CC AFFSTAFF ListServ identifying the system is again operational.
8. Updating/ removing downtime message on CRIS Status screen (Hello Screen).

2.5 Extended Planned or Unplanned Downtime (greater than 2 hours) for *CRIS Sunrise ONLY USING CRIS SUNDOWN*

CRIS Sundown will be available to users when CRIS Sunrise is down for a duration greater than 90 minutes. This system is a copy of the current CRIS Sunrise with view only and printing capabilities. The procedure to activate CRIS Sundown takes approximately 90 minutes.

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During an extended CRIS Sunrise downtime, DCRI will activate the CRIS Sundown icon via Citrix (cccasper.cc.nih.gov) to make it available for users. Once informed, the icon is available users must log out of Citrix and log back on.

The CRIS Sundown icon will then display and users will be able to log in, view and print patient data.

For a **scheduled** down of > 2 hours:

- CRIS Sundown will be made available with current data up to 1 hour prior to the scheduled down

For an **un-scheduled** down:

- The procedure to activate CRIS Sundown will begin within 30 minutes of the announced down

CRIS Sundown Highlights:

- Users will click the CRIS Sundown icon in Citrix to access the application once they have been informed it is available.
- Users will log in using their NIH domain user name and password.
- Users can **View** and **Print** ONLY.
- Users can not add, edit, or modify any data.
- Users will not have access to the Task Manager (MAR), only to the Task Viewer.
- Users will not have access to the Flowsheet tab, data can be viewed from the Documents tab
- CRIS Sundown will not be available except during these extended downtimes. After CRIS Sunrise is taken offline, DCRI will make CRIS Sundown available to users approximately 60-90 minutes after CRIS is unavailable.
- CRIS Sundown will be taken offline when CRIS Sunrise (CRIS SCM) is available.

An announcement by the (NIH Operator Services) Clinical Center operator and email by DCRI Systems Monitoring will let users know that "CRIS Sunrise is down and CRIS Sundown is available for use by CRIS users."

1. Sending email notification from CC DCRI Notifications (DO NOT REPLY) that the CRIS system remains down every two hours (unless designated otherwise) from the start of the down until they are notified it is operational. Email should identify if Sundown is available. Email notification is sent (Bcc) to CC Systems Notification, CC-ISD IE Notice, CCMEDSTAFF-L@LIST.NIH.GOV and CCAFFSTAFF-L@LIST.NIH.GOV.
2. Directing the NIH Page Operator to overhead page when CRIS is again operational.
3. Sending email notification (Bcc) from CC DCRI Notifications (DO NOT REPLY) to CC Systems Notification, CC-ISD IE Notice, CCMEDSTAFF-L@LIST.NIH.GOV and CCAFFSTAFF-L@LIST.NIH.GOV identifying the system is again operational.
4. Updating/ removing downtime message on CRIS Status screen (Hello Screen).

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3.0 Unscheduled System Downs

3.1 Down Initiation

Systems Monitoring follows the defined Disaster Recovery Plan, which can be found in the Data Center Systems Monitoring Department located in room B25750 for emergency and/or unexpected downs. The main DCRI contact is the Team Leader of Systems Monitoring.

3.2 Communication of Downtime (Unplanned)

Refer to Appendix E for specific procedures related to individual systems being down.

A. Initiation of Unplanned Downtime Process:

Depending on the source that identifies the problem, communication of a system downtime is initiated either through users or DCRI staff contacting Tier 1 CC Service Center / DCRI Systems Monitoring or vice versa. Send an email to DCRI staff and open conference line.

If the system has a known issue affecting service as soon as DCRI is aware of the interruption initiate notification as soon as possible, do not wait 15 minutes.

The DCRI Team Leader of Systems Monitoring or designee will:

1. Direct the NIH Page Operators to make an initial overhead page concerning system down. This will be repeated every 15 minutes for the first hour and then every 30 minutes for the second hour and then hourly until the system becomes operational.
 - Refer to extended planned downtime if CRIS down will be > 90 minutes.
 - Refer to Appendix J for exceptions when announcement is not as frequent.
2. Send an e-mail from CC DCRI Notifications (DO NOT REPLY) to CC Systems Notification and CC-ISD IE Notice DLs identifying system down (see Appendix J).

If issue needs further analysis, email to state "System interruption unknown impact. Further information to follow." USE GENERIC TEMPLATE IF FURTHER ANALYSIS IS NEEDED.

Unplanned downtime

Notification to Prescribers and affiliate staff will be sent if CRIS or systems affecting CRIS are down for 1 hour or experience more than one down per day.

The prescribers and affiliate staff distribution list is as follows:

CCMEDSTAFF-L@LIST.NIH.GOV and

CCAFFSTAFF-L@LIST.NIH.GOV

3. Notify the CC Service Center staff covering Tier 1 support, during regular working hours.
4. If CRIS system has been down for 30 minutes, provide printout to ICU of Clinical Data Viewer report (refer to ICU downtime process).
5. Notify the CRIS Analyst On-Call via Systems Monitoring (during evenings, nights, holidays and weekends only) if necessary.
6. Update/ place announcement on CRIS Status screen (Hello Screen) on the type of downtime: application type, date and time (e.g. **CRIS Status: CRIS is unavailable for use**).

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B. Involved Departments Notification

Affected departments are notified specifically by DCRI. Judgment is used in contacting others, based on the situation of the downtime. The DCRI Team Leader of Systems Monitoring or designee will:

1. The following areas are called if the system is expected to be down more than 15 minutes, during regular working hours.
 1. Admissions
 2. DLM
 3. DPM- Surgery (if open)
 4. DTM
 5. Messenger/Escort
 6. Nursing
 7. Nutrition
 8. Pharmacy
 9. Radiology
 10. Special Clinical Studies Unit
 11. HIMD (Consents tab, 3M-ESA)
 2. Call individual patient care units, clinics and day hospitals notifying them if the downtime status is going to be greater than 30 minutes, during regular working hours. Note: During evening, nights, holidays and weekends the Administrative Coordinator's assistance may be needed to communicate the downtime status.
 3. Sends email notification that the system remains down every two hours from the start of the downtime to CC Systems Notification and CC-ISD IE Notice DLs.
 - CRIS Sundown Use: Please refer to section 2.5 **Extended Planned or Unplanned Downtime (greater than 2 hours) for CRIS Sunrise ONLY Use of CRIS SUNDOWN**
 4. Ongoing Status of downtime:

Clinical Information team leads are encouraged to call DCRI to obtain updated information on the status of the downtime or system interruption.

 - Weekdays during business hours (7:00 am- 5:00 pm): Departments may call CC Service Center (301) 496-8400 and request feedback on the status of all downtimes. The DCRI Liaison Team, Member or the CRIS Analyst will contact the person responsible for the downtime and get an update. The update will be provided back to the department requesting the feedback.
 - Weekends, Evenings Nights and Holidays: Departments may call Systems Monitoring (301) 496-7525 and request feedback on the status of all downtimes. Systems Monitoring staff will contact the person responsible for resolution of the downtime for an update. The update will be provided back to the department requesting the feedback.
- C. When the system (e.g. CRIS, Network) is operational, the Team Leader of Systems Monitoring or designee will notify the NIH Page Operators to overhead page that the system is available for use.
- D. Team Leader of Systems Monitoring or designee sends an e-mail (blind copy) to the CC Systems Notification and CC-ISD IE Notice DLs identifying the reason for the unscheduled downtime, the time the system went down and when it came back. A team of DCRI Operation staff will call the patient care units to confirm that the workstations (i.e. WOW, Thin-Clients) are operational.
- E. Update/ remove downtime message on CRIS Status screen (Hello Screen) and state system is operational.

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3.3 Conversion to Use of Manual Documentation and Communication Forms For Prolonged CRIS Down

- A. Refer to Section 4.0 for use of manual documentation and communication forms, as the same interventions will occur for an unplanned prolonged downtime.
- B. Extended unscheduled downtimes require initiation of the defined Disaster Recovery Plan, which can be found in the Data Center Systems Monitoring Department, located in room B25750.

4.0 Conversion to Use of Manual Documentation and Communication Forms for Prolonged CRIS Downtime

If CRIS is down for a prolonged period of time, 30 minutes or greater, DCRI will communicate this information to the affected departments. Each department shall define their appropriate downtime procedure for using manual documentation.

Downtime procedures can be initiated for all CRIS activity or specific functionalities such as order entry, result retrieval, medication administration documentation, lab/specimen collection and/or clinical documentation. The extent of what activities are working and what needs to be converted to downtime must be communicated.

4.1 Forms

Guidelines and manual forms for ordering and documenting, are available on every inpatient unit and clinic. The nurse managers for the inpatient units, day hospitals and clinics are responsible for keeping the forms updated and in stock. DLM and DTM will be notified by downtime announcement, the Clinical Information System Administrator and/ or the Interface Administrator to accept paper requests and call stat results.

Manual ordering and documentation forms can be obtained from HIMD Monday- Friday 7:00 am- 5:00 pm or accessed online.

All of the CRIS Downtime forms can be found at the following URL:

<http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.html>

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4.2

The following forms (HIMD) are to be used for manual ordering and documentation:

Form Number	Form Name
SF-509 (7-91)	Progress Notes
SF-510 (10-75)	Nursing Notes
NIH-509 (8-00)	Inpatient Progress Notes
NIH-2797 (10-00)	Nursing Reports Manual
NIH-54 (12-09)	Request for Admission/Travel/Voucher/Location Transportation
NIH-2955 (11-14)	Electronic Appointment Request Downtime Form
NIH-513-1 (3-02)	Consultation Report
NIH-526 (5-93)	Vital Signs-Special Graph Sheet
NIH-532-1 (7-87)	Outpatient Progress Notes
NIH-532-10 (8-00)	Outpatient Progress Notes (computer template)
NIH-532-11 (2-08)	Outpatient First Registration Progress Notes
NIH-532-13 (8-01)	Outpatient Progress Notes: Medicine Branch
NIH-2435-3 (2-88)	On-Treatment Progress Note: Radiation Therapy
NIH-2795 (5-11)	Orders Manual
NIH-2849 (1-06)	Inpatient Medication Reconciliation
NIH-2874 (8-08)	DLM Information Required for Specific Tests
NIH-2880 (1-10)	Rapid Response Note
NIH-2891 (8-15)	DPM POIS SISWEB Downtime Case Request Form (formerly Operating Room Case Request Form)
NIH-2900 (4-11)	CRIS Downtime: Medication Orders
NIH-2901 (6-16)	Department of Laboratory Medicine Ordering Record – Chemistry
NIH-2902 (6-16)	Department of Laboratory Medicine Ordering Record – Hematology
NIH-2903 (6-16)	Department of Laboratory Medicine Ordering Record – Microbiology
NIH-2904 (2-11)	CRIS Downtime: Medical Surgical Nursing Assessment
NIH-2905 (2-11)	CRIS Downtime: Medication Administration Record
NIH-2906 (2-11)	Transfusion Medicine Ordering Record
NIH-2907 (2-11)	Diagnostic Radiology Exams/Procedures (Ultrasound – CT)
NIH-2907-2 (2-11)	Radiology Exams/Procedures (MRI-Nuclear Medicine)
NIH-2907-3 (2-11)	Radiology Exams/Procedures (Interventional Radiology)
NIH-2909 (2-11)	CRIS Downtime: Total Parental Nutrition TPN
NIH-2911 (4-11)	CRIS Downtime: I & O Form
NIH-2912-1 (4-11)	CRIS Downtime – Outpatient Documentation: Screening New Patient Visit Nursing Assessment

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NIH-2912-2 (4-11)	CRIS Downtime – Outpatient Documentation: Follow up - Return Visit Nursing Assessment
NIH-2912-3 (4-11)	CRIS Downtime – Outpatient Documentation: Consult Visit Nursing Assessment
NIH-2912-4 (4-11)	CRIS Downtime – Outpatient Documentation: Lab/Test Visit Nursing Assessment
NIH-2912-5 (4-11)	CRIS Downtime – Outpatient Documentation: Procedure/Treatment Visit Nursing Assessment
NIH-2912-6 (4-11)	CRIS Downtime – Outpatient Documentation: Walk-In/Emergency Visit Nursing Assessment
NIH-2913 (5-11)	Patient Transfer of Care Note
NIH-2924 (1-12)	Discharge Care Order – Outside Medical Services
NIH-2925 (1-12)	Language Interpreter – Social Work Order
NIH-2960 (5-15)	CRIS Downtime Nutrition Department Orders
NIH-2955 (11-14)	Electronic Appointment Request Downtime Form

1. Other forms can be found: <http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.html>
2. Request for Admission/Travel/Voucher/Local Transportation (NIH- 54) are to be used for admission, travel and vouchers
3. DLM Information Required for Specific Tests (NIH-2874).

Non-Medical Record Forms for the Department of Laboratory Medicine can be found at the following URL: http://intranet.cc.nih.gov/dlm/downtimeguidelines/stat_result_worksheets.html

1. Heme Stat Report
2. Chem Stat Report for Serum & CSF Report
3. Chem Stat Report for Whole Blood

4.3 Specimen Labels

Labels used during the downtime must include the patient’s name, medical record number and date of birth and patient location. There are various types of labels (see Appendix H- Glossary: Labels):

1. SoftID labels (if available) are to be used to label any specimens being sent to the lab. These labels print from the SoftID system, and as a result during CRIS downtimes may continue to print if the SoftID system is operational. These labels include bar coding specific to a unique identifier of what test needs to be done and is read by the lab system.
2. Specimen labels printed from Zebra printer (if available) are to be used to label any specimens being sent to the lab. These labels print from the Lab system, and as a result during CRIS downtimes may continue to print if the lab system is operational. These labels include bar coding specific to a unique identifier of what test needs to be done and is read by the lab system.
3. Patient labels (Admission) are to be used if there are no Specimen or SoftID labels. These are preprinted with the required patient information. If the function to view orders and a lab order exists in the CRIS system, write the Order ID number on the admission label. This order ID number identifies the specific test to be performed and resulted on the specimen being sent down to the lab. The admission labels include a barcode that represents the MRN for the patient, and is different than the barcode on the LIS specimen label which is the LIS Order number. Please add the patient care unit (PCU) on the label. These labels may come from the Zebra printer or from the Admissions Department. Remember if CRIS is down, Admissions will not be able to print labels for patient care units.

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4. Handwritten labels are to be used if Patient labels (admission) are not available. Please add the PCU on the label.

NOTE: Please verify all labs are collected based on available information (medical care plan, lab form etc.).

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5.0 Admission Discharge Transfer (ADT)

Admission Discharge Transfer (ADT) will not occur when the CRIS System is down.

5.1 ADT Impact when the CRIS System is down

A. Any Patient Admission

CRIS will not send patient admission information to Clinical Information systems. Admissions will not be able to activate a patient electronic medical record in CRIS. Any orders entered while the patient is in pre-admit status, cannot be released. This applies to either the admission of an Inpatient or the creation of an Outpatient visit.

New orders and/or documentation entered while CRIS is down need to follow the procedures for manual entry until the CRIS system is operational (See 4.0 Conversion to Use of Manual Documentation and Communication Forms for Prolonged CRIS Downtime).

B. Transfer to another location in the hospital

The Patient's location will not change in CRIS until the system is operational and the transfer order/process have occurred. The patient can physically transfer to another unit for care when the CRIS system is down.

C. Visit Type

If the patient is discharged while the CRIS system is down the current inpatient visit will not change to an outpatient visit until CRIS is operational. If the patient goes on pass while the CRIS system is down the current inpatient visit will not change to a leave of absence status until CRIS is operational.

6.0 System Descriptions, Responsible Parties and Customer Impact

CRIS Components: Equipment and Network That Comprise CRIS.

The following appendices reflect the impact on system components, servers and services when the CRIS system is not operational:

Appendix A – A.1 Lists the designated person and contact information for specific roles and responsibilities. A.2 Lists the Organizational contact information for key players involved in the downtime communication process.

Appendix B– The table reflects the communication plan executive leadership will follow in informing Institutes and Clinical Center leadership of system status.

Appendix F – The table reflects the impact on the various system components and/ or servers if the CRIS Core system is not operational. Also included are the Departments and individuals responsible for the various system components or servers.

Appendix G – The table reflects the impact on the various clinical information systems if the CRIS Core System is not operational. Also included are the Departments and individuals responsible for the various system components or servers.

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7.0 Perioperative Information System (POIS) Downtime Procedure

Refer to the Department of Perioperative Medicine Downtime Procedure for the POIS.

8.0 CRIS Status Screen/ Hello Screen

The CRIS Status screen provides users with information on the status of CRIS as well as any upcoming application downtimes.

To access the status screen one must have permission to access the following network drive <\\CCOPProfiles1\CRISSTATUS> . The DCRI Liaison Team, Member will send an email to the System Administrator or Team Leader of Systems Administration requesting DCRI staff permission to access.

Once granted access to add, update or revise status screen messages please take the following steps

1. Go to **My Computer**. Tools--> Map Network Drive.
Map your drive to <\\CCOPProfiles1\CRISSTATUS>
2. Click **Finish**.
3. Select the word document 'statustext' (rich text format)
4. Update the message as deemed necessary
 - **CRIS is Unavailable (Day, Date, Time Frame)**

System Monitoring will update the message when CRIS is down or operational as well as remove existing messages when the downtime is complete.

9.0 ICU Downtime Process

ICU will follow downtime procedure as noted in policy.

A special report printing make take place for both planned and unplanned CRIS downtimes or anytime CRIS is unavailable (e.g. Network downtime).

Refer to the Accessing and Printing CRIS Down PDF Documents for ICU
O:\CRIS Support Center\ Quick Reference Guide\ICU e-doc and biomed devise

The documents are stored in the following folder.

<\\CCOPsxaRepo\RepoShare\DownTime>

Planned Downtime- ICU report printing

The ICU is responsible for printing the following reports ahead of time directly from CRIS Sunrise:

- Medical Care Plan
- Meds Due Worklist
- Specimen Collection Worksheet
- Clinical Data Viewer report

ICU Staff to print ICU CDV report 1 hour prior for planned CRIS downtimes or
Systems Monitoring to print within 30 minutes of the CRIS being down if unplanned

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Unplanned Downtime- ICU report printing

Systems Monitoring will print the following reports within 30 minutes of the start of the down (e.g. if the system goes down unexpectedly)

- Medical Care Plan
- Meds Due Worklist
- Specimen Collection Worksheet
- Clinical Data Viewer report

* Note: Reports from 3SWN are only available if the patient census in the ICU is so high that patients are admitted into that unit.

ICU- ICU will make the determination of when to plug in the Workstations on Wheels (WOWs) to the network outside patient rooms. Network Cables are available in the ICU (see Appendix D).

10.0 Extended Wireless Network Downtime (Hardwiring WOW using LAN Drop)

If the Wireless network is down for **more than 1 hour**, the nurse can use a Local Area Network (LAN) cable to connect/ hardwire one WOW in each patient care room to an active LAN port. This will provide access to CRIS and the internet until the wireless network is back on line.

The active LAN line port is located in patient care rooms of the CRC where a WOW is located and marked with a yellow plastic insert.

Criteria for hardwiring WOWs:

- Wireless Network Downtime Greater than 1 hour

LAN Cable Information:

- Cables have been distributed to patient Care unit and Day hospital.
- Nurse Managers will store the LAN cables to use for emergent purpose of an extended wireless downtime (>1 hour).
- Call CC Service Center 301-496-8400 if extra LAN cables are needed

Important Note: The Active LAN port (marked in yellow) is only to be used for emergent WIRELESS NETWORK Downtimes > 1 hour.

ICU: The ICU will make the determination of when to plug in the Workstations on Wheels (WOWs) to the network outside patient rooms. Network Cables are available in the ICU (see Section 9.0 and Appendix D).

Appendix A
Organizational Roles, Assigned Responsibilities and Contact Information

A.1. Organizational Role & Assigned Responsibilities

Clinical Center

NIH Page Operator – (301) 496-1211

Anatomical Pathology

Pathology LIS Administrator NCI/ NIH- Earle Barnes- (301) 496-0551

Department of Perioperative Medicine (DPM)

Chief, DPM- Andrew Mannes- (301) 594-7328

DPM Anesthesiologist- Julia Labovsky (301) 594-7323

DPM Application Administrator – Norma Street (301) 496-4835

POIS Database Administrator – Tadele Yenegeta 301-496-9243/Murali Kumar (301) 402-5808

POIS System Administrator – Barrett Grieb (301)-402-3130

Department of Clinical Research Informatics (DCRI)

ATV Administrator- Frank Mickey – (240) 393-2225 (cell)

CITRIX Administrator– Brad Snakenberg – (301) 594-9298

Chief Informatics Officer – Jon McKeeby, D.Sc. – (301) 496-3826

Deputy CIO Director of IT Operations – James (Jim) Pitts – (301) 496-7436

Deputy CIO Clinical Informatics –

Chief, Server Support and Data Center Operations – John Kocher (301) 594-8389

Chief, Technical and Clinical Customer Support – William Hernandez (301) 451-9728

Chief, Clinical Applications – Tony Barnes – (301) 496-4285

Clinical Architect– Seth Carlson – (301) 594-7491

Clinical Database Lead–Tim Maloney– (301) 496-6976

Chief, Budget and Capital Planning– Jay Yarrington – (301) 594-7801

Chief Medical Information Officer – David Herion – (301) 496-7734

CC CISO, CC Information Security Officer– Chris Chern

Interfaces Supervisor – Yenshei Liu – (301) 496-6789

Network Engineer– Jason Chan – (301) 435-4692

Network Engineer– Richard Walker – (301) 496-8652

Network Engineer - Tim Salo-(301) 496-4785

POIS Database Administrator – Tadele Yenegeta 301-496-9243/Murali Kumar 301-402-5808

Chief Project Management Office – Ryan Kennedy – (301) 402-4867

Systems Monitoring Lead – Pam Carter – (301) 496-3844

Systems Administration Team Lead – Dempsey Dunn – (301) 496-4712

DCRI Liaison Team, Supervisor – Minnie Raju – (301) 451-3310

DCRI Liaison Team, Member– Adrienne Barrett – (301) 443-3477

DCRI Liaison Team, Member– Rubi Defensor – (301) 435-8516

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Appendix A
Organizational Roles, Assigned Responsibilities and E-mail Addresses

UNIX System Administrator– Chris Klein – (301) 402-0974
DCRI Systems Monitoring On-Call Computer Room – (301) 496-7525

Department of Laboratory Medicine

Laboratory Information Manager– Chung-Hee Row – (301) 402-3420
Laboratory Information System Analyst - Bonnie Aramayo - (301) 402-2959

Department of Transfusion Medicine

Lab Information System Administrator- Boyd Conley – (301) 496-4506 or (301) 594-8382
Quality Assurance Specialist– James (Wade) Atkins – (301) 496-4506
Transfusion Services Supervisor– Traci Paige – (301) 496-8335

Diagnostic Radiology Department- Imaging Sciences Division

Radiology Information System Administrator- David Sanford- (301) 435-2147
After 5:00 pm call the page operator and ask to speak to the PACs/RIS technologist on- call.

Health Information Management Department

Chief, Health Information Management Department-Tricia Coffey (301) 496-2292
Deputy Chief - Michelle Hendery (301) 402-3299
3M System Administrator – Tracy Jacobs (301) 594-1786

Messenger and Escort Service (MES)

Chief, Office of Hospitality Services – Jamillah Bynum (301) 451-9868
Program Manager, Messenger and Escort Service -Bonita Witherspoon – (301) 496-0093

Nursing Department, CC (CCND)

Chief, CCND – Gwen Wallen – (301) 435-3489
Refer to Organizational Chart for individual's name for the roles listed below:
Service Chief's for Nursing Department (refer to organizational chart)
Nurse Managers
Nursing Administrative Coordinator - Contact via page operator
Resource with phone list and organizational chart can be found at
<http://intranet.cc.nih.gov/nursing/resources/>

Nutrition

Chief, Nutrition Department-Annie Cichocki - (301) 496-2554
Chief, Clinical Nutrition Services- Madeline Michael – (301) 496-3312
Chief of Food Services- Anita Bailey – (301) 827-3798
Registered Dietician Informaticist-Melissa Riley (301) 451-7188
Note: If need the Nutrition Kitchen Supervisor's number is – (301) 771-1961

Patient Support Services

Chief Patient Support Services- Karen Kaczorowski – (301) 496-2341
Note: If ADT System Down call Admission staff – (301) 496-3315

Pharmacy Department

Administrative Officer of the Day: 301-496-1211
Chief - CAPT Richard Decederfelt (acting) (301) 832-1995

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Service Chief - Operations – Marilyn Farinre (acting) (240) 802-0137

Outpatient Section Chief – Nadia Guirguis (301) 402-7078

Service Chief - Clinical Services/Investigational Drugs- Marcus Ferrone (acting) (240) 743-1605
Section Chief Informatics - Rilwan Badamas (301) 832-2535

A.2 Clinical Center Organizational E-mail addresses

DCRI Government Staff= cc-dcri-Govt-staff@mail.cc.nih.gov

Department of Transfusion Medicine= cc-DTMstaff@mail.cc.nih.gov

Nursing Staff = nurs@mail.cc.nih.gov

CC-NURS ExtraDept Credentialed Nursing Staff =CC-NURSExtraDeptCVProgram@cc.nih.gov

CC-ISD IE Notice = isd_ie_notice@mail.cc.nih.gov

CC Systems Notification = cc-systems@mail.cc.nih.gov

CRIS Critical DLs =

- CC CRIS Users Master Dist List - A-K (blind carbon copy and expand list);
- CC CRIS Users Master Dist List - L-Z (blind carbon copy and expand list);

The prescribers and affiliate staff distribution list is as follows:

- CCMEDSTAFF-L@LIST.NIH.GOV and
- CCAFFSTAFF-L@LIST.NIH.GOV

Datamart users: CC-DCRI DataMart Users = CC-DCRIDataMartUsers@mail.nih.gov

Appendix B
Unplanned CRIS Downtime- Executive Leadership Communication Plan
Address how and when to communicate DOWN once problem has been notified

	CC Exec Team	Core CC Clinical Leadership	IC Leadership
CRIS Application Down			
Immediate	Global mail	Global mail	Global mail
> 30 minutes	Problem identification	Problem Identification, implement "down procedures"	Problem Identification, implement "down procedures"
> 60 minutes	Action Plan; ETA, if known	Detailed actions to be taken by staff; continue "down" procedures; ETA, if known	Update & continue "down" procedures; ETA, if known
Hourly Updates - Overhead Announcement	CRIS Down, use "Down Procedures"	CRIS Down, use "Down Procedures"	CRIS Down, use "Down Procedures"
Every 2 Hours - Email notification	Critical issues, HL plans; ETA, if known	Reinforce down procedures; update ETA	Reinforce down procedures; update ETA
System Up Notification	Announce application is up & ready for use; known issue summary, if extended down; next steps	Announce application is up & ready for use; apologize for inconvenience; reinforce procedures for updates of manually collected data	Announce application is up & ready for use; apologize for inconvenience; reinforce procedures for updates of manually collected data
CC Network Outage	Global mail	Global mail	Global mail
Immediate	CIT & DCRI	CIT & DCRI	CIT & DCRI
> 30 minutes	Relay critical issues & expected resolution, if known, from comm. w/CIT	Detailed actions to be taken by staff; implement "down" procedures; ETA, if known	Notification to implement "down" procedures; ETA, if known
> 60 minutes (phone calls)	CRIS Down, use "Down Procedures"	CRIS Down, use "Down Procedures"	CRIS Down, use "Down Procedures"
Hourly Updates - Overhead Announcement	Critical issues, HL plans; ETA, if known	Reinforce down procedures; update ETA	Reinforce down procedures; update ETA
Every 2 hours Updates - Email (for BB & Citrix use)	Announce network is up & ready for use; known issue summary	Announce network is up & ready for use; apologize for inconvenience; reinforce procedures for updates of manually collected data	Announce up & ready for use; apologize for inconvenience

Appendix C
Unplanned Downtime/ System Interruption Checklist

When to initiate this checklist: As soon as a member of DCRI is aware that there is a system interruption (immediately).

Contact Systems Monitoring (301 496-7525) to run the checklist.
Please clarify whether this is a downtime or performance issue (if known).

System Monitoring or Designee to do the following:

- Initial User communication- System interruption
Send notice to users via email (Bcc) CC Systems Notification, CC-ISD IE Notice, CC-Staff, CCMEDSTAFF-L@LIST.NIH.GOV and CCAFFSTAFF-L@LIST.NIH.GOV distribution list.

Time _____
- Send “overhead announcement to Page operator
Time _____
- Contact Executive Leadership on-call (Executive Leader on Call will contact Jim Pitts and Dr. Mckeeby)
- Contact appropriate resources (e.g. DBA, Network team, Citrix team, etc.) using on call schedule.
- Open conference line Dial: 877-985-7842 Passcode: 3256164#
Time _____
- Send email that conference line is open to CC-DCRI Staff. For any CRIS, CRIS Interface, Printing, and/ or Network Downs, please include CC-DCRI External CRIS Down Notifications DL when opening conference line.

Other information if known or identified

- Date and Time problem was reported _____
- Who reported the problem/ issue _____
- What was the problem/ issue _____
What System, subsystem or “Other” is impacted _____

Date and time problem/ issue resolved _____

Resources person name/ Time Contacted/ Phone number:

- 1. _____
- 2. _____
- 3. _____

Systems Monitoring or Designee’s name overseeing checklist _____

NOTIFICATIONS:

Policy http://cris.cc.nih.gov/procedures/pdf/Backup_Process_Unavailable_CIS.pdf

Unplanned downtime (template)

Notification to Prescribers and affiliate staff will be sent if CRIS or systems affecting CRIS are down. **i.e. multiple users (> 1 call with same/related issue within a 30 minute period) .**

E-Mail Message:

Subject: UNPLANNED DOWNTIME/ SYSTEM INTERRUPTION

Event Details:

UNPLANNED DOWNTIME/ SYSTEM INTERRUPTION

Impacted Services/Applications:

All CRIS users

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

“There is no current estimated time of resolution”.

Additional Information:

Presently we are experiencing an unplanned system interruption. Please note that DCRI is aware of the issue and working to resolve.
Please contact CC Service Center (301) 496-8400

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

Message to Page Operator:

Present tense: **UNPLANNED DOWNTIME/ SYSTEM INTERRUPTION.** Please note that DCRI engineers are aware of the issue and are working to resolve.

Appendix D Nursing Department Related Guidelines for Scheduled Downtime

All computer systems (CRIS, Clinical Information systems, internet, and intranet) within the CC Data Center will experience intermittent downtime periods beginning **Date @ ___: ___ p.m.** through **Date @ ___: ___ a.m.** Here are some tips to help you prepare for this planned outage.

Communication During Computer Downtime

Note: All manual documents and order forms need to include the patient's name, medical record number, date of birth, patient location, ordering prescriber's name.

1. Prior to the system going down, the Page Operator will announce the actual time of unavailability, and will also make an announcement when CRIS has returned back to functioning capacity.
2. All attempts should be made to enter information into CRIS prior to **Date @ ___: ___ p.m.** including nursing assessments and medication administration.
3. Please request physicians to enter new patient orders into CRIS prior to **Date @ ___: ___ p.m.**
4. All non-pharmacy communication will be conducted using the Pneumatic Tube Stations with a follow up phone call to the appropriate department for STAT orders.
5. Messenger and Escort will make half hourly (or as designated) rounds to DLM to pick up and deliver lab results to PCU's.
6. Medical Record Documentation

ALL required forms will be on each PCU in a designated area (Downtime toolkit). The forms include but are not limited to the following:

- Various Doctor's Orders forms
 - Orders Manual (NIH-2795)
 - CRIS Downtime: Medication Orders (NIH-2900)
 - Department of Laboratory Medicine Ordering Record forms (Chemistry NIH-2901, Hematology NIH-2902 and Microbiology NIH-2903)
 - Transfusion Medicine Ordering Record form (NIH-2906)
 - Diagnostic Radiology Exams/Procedures (Ultrasound – CT) (NIH-2907)
 - Radiology Exams/Procedures (MRI-Nuclear Medicine) (NIH- 2907-2)
 - Radiology Exams/Procedures (Interventional Radiology) NIH-2907-3)
 - TPN (NIH-2909)
- Documentation forms include but not limited to the following:
 - Inpatient Progress Notes (NIH-509 or STANDARD FORM 509)
 - Outpatient Progress Notes (NIH 532-1) for outpatients only
 - Nursing Notes (Standard Form 510)
 - Consultation Report (NIH-513-1)
 - Vital Signs-Special Graph Sheet (NIH-526)
 - Outpatient First Registration Progress Notes (NIH-532-11)
 - PCA flowsheet (manual form NIH 2804)
- Instructions for Manual Input into Pyxis Medstation (not in downtime toolkit)
- Two (2) DLM Report Logs for recording lab results phoned to the PCU
 - Clinical Chemistry Service Stat Report Log
 - Hematology Service Stat Report Log
- DLM computer downtime forms can be found under DLM Website
<http://intranet.cc.nih.gov/dlm/specimenguidelines/orderingtests.html>

Instructions: Note all manual documents and order forms need to include the patient's name, medical record number, date of birth, patient location, and ordering prescriber's name.

Wireless network downtime

1. ICU- The ICU will make the determination of when to plug in the Workstations on Wheels (WOWs) to the network outside patient rooms. Network Cables are available in the ICU.
2. House-wide: If the wireless network is down for >1 hour please attempt to plug in WOWs to available network. Network Cables should be stocked on your PCUs and if more needed, are available from the Data Center 301-496-8400

MD Orders

1. After the computer system is shut down, all medical orders will need to be written on various Order forms and signed and dated by the RN after they are read. Each set of written, verbal or telephone orders will require a date/time the signature of the Licensed Independent Practitioner (LIP) and the location of the patient. If transcription is needed, the registered nurse will need to date/time and sign his/her signature at the bottom of the order set.
2. Each time an LIP writes a new medical order, a new order sheet must be used. The copies of the medical orders are sent to multiple departments such as sending copies to pharmacy and nutrition.
3. All lab orders requested during the computer shut down will be transcribed onto the Department of Laboratory Medicine Ordering Records or Transfusion Medicine Ordering Record by a prescriber or his/her authorized agent. At the bottom of this form, the RN transcribing the order will note under the LIP name whether this was a written, verbal, or telephone order.
4. Save all Medical Care Plans (MCP) and all Order forms after the MCP has printed.
5. Attach all order forms with the current MCP to facilitate entering orders into CRIS once the system has returned.
6. When the CRIS system comes back up, check all written lab results with the printed copy to validate accuracy.

Nursing Documentation

During the down-time, use the Nursing Progress Report (Standard Form 510) for documenting patient assessments, and complete information relative to medication administration. For example, be sure to include the medication name, dose and number of tabs given so that this information can be transcribed into the CRIS system once it becomes operational. The Patient Controlled Analgesia (PCA) Flowsheet (manual form NIH 2804) is used for downtime documentation.

Nursing Department Related Guidelines for Scheduled Downtime

Return of CRIS

1. When CRIS comes back up:
 - a. An LIP or authorized agent will enter all written, verbal, and telephone orders into CRIS, except lab orders that were already sent to DLM and DTM during the downtime as they will be entered by these departments.
 - b. A nurse will:
 - Request a new MCP to validate the accuracy of all medical orders entered.
 - File the original manual copy of all order forms in the unit chart under "MD Orders."
 - Document all nursing admission assessments, medications, blood products and PCA flowsheet information into the CRIS. If CRIS is down for a short duration of time and the use of manual forms has not been implemented, then assessments should be entered into the system when it comes back up. Additionally, all information documented during downtime on the Patient Controlled Analgesia (PCA) Flowsheet (manual form NIH 2804) for a currently infusing bag will be entered into CRIS when it comes back up.
2. The oncoming nurse will be responsible for double-checking all medical orders written during the CRIS downtime period. This process involves comparing for accuracy each manual medical order filed in the chart against the current MCP. When completed, the nurse will initial, date and time the bottom of each order set.

Clinical Information Systems Departments Impact with CRIS Downtime (pre, during and post down)

Pharmacy

1. The Omnicell Medstation is available during shut down.
2. Medication orders entered AND verified by Pharmacy PRIOR to the downtime will be accessible from the Omnicell cabinet and Anesthesia Workstations.
3. Emergency medications may be removed using the override process at the Omnicell cabinet and Anesthesia Workstations.
4. Any new orders or admissions will need to be manually entered (see attached instructions).
5. A record of patients manually entered into the Omnicell Medstation will be kept in the designated shut down area. The record is to be sent to pharmacy when the system comes back up (see attached).
6. After CRIS comes back up, all written and verbal orders must be entered into CRIS by the unit RN or MD.
7. A RN cannot enter Chemo/TPN orders. Make sure you request physicians are requested to order chemo/TPN before 12 Noon.
8. Pharmacy will call the patient care unit and speak with the charge nurse for any emergency results.
9. All written orders will be sent to the Pharmacy during the downtime. A follow-up call to Pharmacy will be required to assure that pharmacy received **STAT orders**.

Nutrition

1. Any transfers, new diet order, nutrition orders, food allergies, special nutrition requests and nutrition consults or changes to orders will need to be sent via the Pneumatic Tube System to Nutrition Services on the NIH Form 2960 utilizing the above guideline for MD orders. Diet office personnel are not authorized to accept verbal orders.
2. All diet orders and transfers will be manually entered into the Nutrition Department Computer system (CBORD) by Nutrition Department personnel using the information provide on NIH Form 2960.

3. After CRIS comes back up, all nutrition/diet orders must be entered into CRIS by the unit RN, MD or LIP.

Health and Information Management Department

1. All historical medical records can be located in CRIS Sundown or ChartView. For ChartView access contact 301-496-5981 during routine business hours or the CRIS Help Desk at 301-496-8400 after hours.
2. All required documentation forms will be on each unit at the in a designated "Computer Downtime Area."
3. The Administrative Coordinator on duty and the Health and Information Management Department will have an extra supply of forms. Forms are also available electronically at <http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.html>
4. Admissions will provide a temporary patient wristband with patient name, DOB and MRN for new inpatient admissions, upon restoration of service a permanent wristband will be printed. During a downtime, Outpatients will not be receiving wristbands. Outpatient areas should use verbal identification with two approved identifiers (Name and Date of Birth).

Department of Laboratory Medicine (DLM)

1. Please attempt to have physicians put in all requests for labs prior to the system going down in an effort to obtain a specimen label.
2. Any stat lab orders requested during the down will require you to send the lab specimen with the correct Department of Laboratory Medicine Ordering Record (Chemistry-NIH-2901, Hematology- NIH-2902, Microbiology- NIH-2903). No other form will be accepted. At the bottom of the order form under LIP signature, identify either written or verbal order. Note: These Order forms needs to include the patient's name, medical record number, date of birth, patient location, allergies, ordering prescriber's name and protocol number.
3. Apply a patient label or Generic Patient Label (include the patient's full name, medical record number, patient care unit, date of birth and if available the order number) on the specimen prior to sending it to the lab with form.
4. STAT lab results will be called to the unit by DLM. The unit RN will document the results on either the Clinical Chemistry Service Stat Report Log or the Hematology Service Stat Report Log.
5. The Administrative coordinator on duty will have extra forms. DLM downtime forms can be found under DLM Website <http://intranet.cc.nih.gov/dlm/specimenguidelines/orderingtests.html>
6. Notify Admissions should you need more patient labels.
7. Communications with DLM will be via telephone and pneumatic tube system.
8. For specimen pickup you will need to call Messenger and Escort
9. All lab orders will be entered by the DLM. You will need to assure and validate that the orders are entered into the MCP when the system comes back up. Refer to Appendix B.

CHS

1. The Pyxis Supply Station may **not** be functioning during the downtime. Each unit has a key to the Pyxis Supply Station. Please note where your key is located as this is your means to obtain supplies.
2. CHS may have someone in house Monday-Friday 6:00 am-8:00 pm, Weekend / Holidays 8:00 am-4:30pm. Off Hours there is someone on call.

Imaging Sciences

The Radiology, Nuclear Medicine and PET Departments will be available for emergent test as the computer downtime will not affect their imaging equipment.

Department of Transfusion Medicine (DTM)

1. Orders placed during the downtime will require a copy of the manual LIP order sent to the DTM on the Transfusion Medicine Ordering Record form NIH-2906. At the bottom of the order form under LIP signature, identify either written or verbal order.
2. Note: order form NIH-2906 needs to include the patient's name, medical record number, date of birth, patient location, allergies, ordering prescriber's name and protocol number.
3. Apply a patient label or Generic Patient Label (include the patient's full name, medical record number, patient care unit, date of birth and if available the order number) on the specimen prior to sending it to the lab with form NIH-2906.
4. Typenex labels will still be required for all Type and Screen and RBC orders.
5. The RN will be required to call DTM to ensure that orders for blood components are received
6. DTM will call the nursing unit when the blood product is ready for distribution. Blood may be distributed via pneumatic tube system if it is functional and nurses will be expected to provide the patient's full name, MRN, Date of Birth, and the component requested prior to distribution.
7. Orders will be entered by DTM once the system is restored.

Department of Perioperative Medicine (DPM)

1. OR case requests submitted manually to the front desk of the OR for emergency cases during downtime will be entered into POIS by the OR Scheduler when the system is restored. Any requests for future non-emergency postings during the downtime will be kept on hold until the SISWEB system is available.

Nursing Department Related Guidelines For Scheduled Down

Adding a New Patient to Omnicell/ Pyxis

In the event that a patient's name does not appear on the Omnicell or Pyxis screen, the user will manually add the patient's full name and ID number to Omnicell or Pyxis cabinet.

Omnicell use

From the main Menu, select Patient Care.

If the patient you want is not listed:

- a. Press the ADD NEW PATIENT button.
- b. Enter the patient's last name and first name.
- c. Enter the patient's medical record number in the ID field.
- d. Press Add New Patient.

Pyxis use

If the patient you want is not listed:

- a. Sign onto the console using your ID
- b. Under patient care, press/ select the patient icon
- c. Press "add patient" located at the bottom
- d. A screen will pop up to enter patient information (i.e. name, Pt ID, nursing unit, discharge date, room number and bed) then press OK to save information

Nursing Department Related Guidelines For Scheduled Down

“Quick” Computer Shut Down Check List

Record of Patients manually added in Omnicell or Pyxis

Please print clearly in all documentation fields.
Please return this record to pharmacy when CRIS is in operation.

Date.	Patient Name	Unit	Medical record No.

- Identify Computer Shut Down Area in the nurse’s station
- Assure that you have the required manual forms These forms are located on every patient care area in the CRIS Downtime Toolkit.
For additional forms please contact Health Information Management Department (301-496-2292)
Monday- Friday 7:00 am- 5:00 pm or go online to the following URL:
<http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.shtml>

Note all manual documents and order forms need to include the patient’s name, medical record number, date of birth, patient location, allergies, ordering prescriber’s name and protocol number.
- Check med Omnicell for access during the shutdown (pharmacy for problems)
- All LIP orders have a date, time and LIP signature and patient location
- All LIP orders transcribed have RN signature, date and time
- All lab specimens must be accompanied with the correct Department of Laboratory Medicine Ordering Record form and/ or Transfusion Medicine Ordering Record form

- When the computer system comes up, the following are verified, double-checked and entered into CRIS
 - All written/verbal LIP orders – except for DTM and DLM orders. Note: If a lab order was active in CRIS prior to the down and DTM/ DLM entered the same lab order; please discontinue the original lab order as not to have duplicate entry.
 - Meds, blood or blood products and admissions notes
 - All orders entered into CRIS are verified against a new MCP
 - All orders are double checked for accuracy by the night shift, initialed and dated
 - All data documented for the currently infusing PCA bag on the Patient Controlled Analgesia (PCA) Flowsheet (form NIH 2804)

***** Please read computer shut down packet for details**

Important Note: You will need to write the ordering protocol for each order on the manual order forms listed below (e.g. For labs to DLM/ DTM send on the correct Department of Laboratory Medicine Ordering Record form or Transfusion Medicine Ordering Record form). Refer to Downtime Toolkit for manual forms.

CRIS Downtime Processes – By Department

Department	How to Handle Routine Orders During Downtime	How to Handle STAT Orders During Downtime	How to Retrieve Results	Who will Enter Orders into CRIS post Go-Live
Admissions 301 496-3315	Patients are admitted to Clinical Center using Request for Admission/Travel/Voucher/Local Transportation form (NIH- 54). NOTE: The patient cannot be admitted or registered (new outpatients). No patient labels can be generated. Admissions will place a temporary wristband with hand-written patient identifiers (name and DOB) for all inpatient and outpatients.	Call Admissions Department.	N/A	Admission staff will enter admission orders and patient information
Blood Bank/DTM 301-496-4506 Transfusion lab 496-8335	Tube copy of Downtime Order form (NIH 2906) to Blood Bank/DTM. Even if SoftID.Tx is operational, still use generic labels and apply to specimen containers to accompany NIH 2906.	Tube copy of Downtime Order form (NIH 2906) to lab and follow up with phone call to department.	N/A	Lab staff

Department	How to Handle Routine Orders During Downtime	How to Retrieve Results	Who will Enter Orders into CRIS post Go-Live
Laboratory Chemistry 496-3386 Hematology 496-4473 Microbiology 496-4433 Accessioning: 496-5971 OP Phlebotomy:496-5777	<p>Process is the same for Routine and Stat Labs. Use the various Department of Laboratory Medicine Ordering Records / forms to identify labs needed. Make sure to fill out mandatory information on all pages. Forms are as follows:</p> <ol style="list-style-type: none"> 1. Chemistry- NIH-2901 (4-11) – 4 carbon copy pages 2. Hematology- NIH-2902 (2-11) – 3 carbon copy pages 3. Microbiology- NIH-2903 (2-11) – 3 carbon copy pages <p>Select labs required on the various forms and send to lab accompanying the specimen through the tube system. If available add order number to label. Some tests may require using an additional form “Information required for specific test” located at http://intranet.cc.nih.gov/dlm/specimenguidelines/orderingtests.html If SoftID is operational, still use generic labels and apply to specimen containers to accompany the correct form based on what is being ordered</p>	<p>Routine - Results will be delivered by messenger to units on routine rounds. STAT – Unit will be called with result and the hardcopy will be delivered by messenger.</p>	Lab staff
Messenger and Escort Service (MES) 301-827-0553	Call orders to 301-496-0094	N/A	N/A

Department	How to Handle Routine Orders During Downtime	How to Handle STAT Orders During Downtime	How to Retrieve Results	Who will Enter Orders into CRIS post Go-Live
Nursing – Medical Order Management	Routine orders will be completed by LIP or affiliate staff utilizing NIH approved forms. Refer to Manual forms for downtime http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.html Note –Emergency or verbal orders taken by the RN will also be documented utilizing these forms. Copies of all medical orders will be filed in the appropriate patients chart.	Stat orders and requests are followed up with a phone call to the receiving department to confirm arrival of the medical order.	Lab results will be delivered hourly to each PCU by MES and placed in designated area. All reports are to be filed in the patient’s chart immediately. Critical and STAT results will be called to the PCU when the LIP cannot be reached.	LIP or affiliate staff should enter all written, verbal and telephone orders into CRIS except Lab and Blood Bank orders.
Nutrition 301-496-2390 or 301 496-0241	Tube copy of downtime order form (NIH- 2960) to Nutrition Call Center (tube station #444).	Tube copy of Downtime Order form (NIH- 2960) to Nutrition Call Center and follow up with phone call to department.	N/A	LIP or RN

Department	How to Handle Routine Orders During Downtime	How to Handle STAT Orders During Downtime	How to Retrieve Results	Who will Enter Orders into CRIS post Go-Live
Pharmacy Unit Dose 496-1914 IV Meds 496-6551	<ul style="list-style-type: none"> • Send a copy of Downtime Order form (NIH-2900) by messenger escort to Pharmacy: include patient name, MRN, allergies and unit location on form. • Order Inpatient and Take-home medication on separate order forms (NIH-2900) • Downtime TPN (NIH-2909) order form that will be available on all units. • For Medication Replacement, make a copy of the order (whether it is from your medical care plan or on a manual form) and send to pharmacy. 	Send copy of Downtime Order form (NIH-2900) to Pharmacy and follow up with phone call to department.	N/A	LIP or RN

Department	How to Handle Routine Orders During Downtime	How to Handle STAT Orders During Downtime	How to Retrieve Results	Who will Enter Orders into CRIS post Go-Live
Radiology 301-496-7700	Patient to bring a copy of the correct Radiology Downtime Order form with them from the inpatient unit or clinic. <ol style="list-style-type: none"> 1. Diagnostic Radiology Exams/Procedures (Ultrasound – CT)- NIH-2907 (2-11) 2. Radiology Exams/Procedures (MRI-Nuclear Medicine)- NIH-2907-2 (2-11) 3. Radiology Exams/Procedures (Interventional Radiology) NIH-2907-3 (2-11) 	Patient to bring a copy of order form to Radiology and follow up with phone call to department.	Routine and STAT – Clinicians can call the Radiology department or physically go to the department to retrieve results.	Radiology Technologist, RN's & Radiologists

Department	How to Handle Routine Orders During Downtime	How to Handle STAT Orders During Downtime	How to Retrieve Results	Who will Enter Orders into CRIS post Go-Live
Respiratory Therapy/ CTRCS 301 496-0758	<ul style="list-style-type: none"> Page Respiratory Therapy (RT) via the page operator 301-496-1211. Provide a copy of Downtime Order form (NIH-2795) to the respiratory therapist. <p>NOTE: For respiratory medications pharmacy will need to provide a copy of order form to therapist.</p>	Page RT via page operator STAT. Provide a copy of downtime order form (NIH-2795) to therapist.	Clinicians may page the respiratory therapist assigned to the individual unit through the page operator.	LIP or RT assigned to the specific areas.
Patient Travel Office (Government Arranged Travel) 301-496-6676	Patients in need of government arranged travel. <ul style="list-style-type: none"> If ATV unavailable, submit manual form Request for Admission/Travel/ Voucher/Local Transportation (NIH- 54) to either the Travel office or Admissions depending on the time of request (business versus non business hours). 	Deliver NIH- 54 form to the Travel office located at 10/1-4553 (during business hours) or Admissions (during non-business hours)	N/A	N/A

Department	How to Handle Routine Orders During Downtime	How to Handle STAT Orders During Downtime	How to Retrieve Results	Who will Enter Orders into CRIS post Go-Live
Voucher Office 301 496-4530	Patients in need of voucher for travel, meal or lodging. <ul style="list-style-type: none"> If ATV unavailable, submit manual form Request for Admission/Travel/Voucher/Local Transportation (NIH-54) to either Voucher office or Admissions depending on the time of request (business versus non-business hours). 	Deliver NIH- 54 form to the Voucher office 10/1SW-5612 (during business hours) or Admissions (during non-business hours)	N/A	N/A
Department of Perioperative Medicine	OR case request during downtime will be completed by LIP or affiliate staff utilizing NIH approved forms. Refer to Manual forms for downtime http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.html SISWEB Downtime Case Request Form (formerly Operating Room Case Request Form) NIH-2891 (8-15) Any requests for future non emergency postings during the downtime will be kept on hold until the SISWEB system is available.	Emergency OR case requests and case documentation will be done on POIS Intraop forms kept in the POIS downtime box at DPM front desk. Contact Anesthesia AOD on call via NIH operator		OR case requests submitted manually to the front desk of the OR for emergency cases during downtime will be entered into POIS by the OR Scheduler when the system is restored.

- ✓ Orders need to be legibly signed on the Downtime MD Order Sheet, co-signed by the nurse, and include the patient location and allergies.
- ✓ Put original Downtime Order on patient's chart.
- ✓ **Nursing Documentation Post Go-live:** Document all nursing admission assessments, medications given, and blood products administered into the CRIS.

Appendix E

Example of System Downtime Communication Process

This is to assist DCRI with maintaining communication during unscheduled downs. Please follow the plan below:

If SCM interfaces are down:

Tony Barnes, Yenshei Liu or the on-call Interface Team member, Tim Maloney (DBA Team Member), and John Kocher (NT Administrator on-call during evening, nights, holidays and weekends) must be called to coordinate. They will call others as needed. An email is sent out to the CC-DCRI IE Prod Admin and CC CRIS DBA Support Team DL

Call Jim Pitts and DCRI Executive Leader On-Call immediately.

1. Systems Monitoring to call the NIH Page Operator and have them make an overhead announcement that the CRIS Interfaces are down. This announcement should repeat every 15 minutes for the first hour and then every 30 minutes for the second hour and then hourly until the system is operational.
 - Message: The CRIS Interfaces are down.
 - Use message from Appendix J- CRIS Interface Downtime.
2. Systems Monitoring to send e-mail to CC Systems Notification and CC-ISD IE Notice DL identifying that the interfaces are down as soon as interruption is determined. This gets the message to all other interfaced groups (EKG, SoftMed, IDMS, POIS etc.).
3. Systems Monitoring to open conference line (reference Appendix J checklist)
 - Send email that conference line is open to CC-DCRI Staff. For any CRIS, CRIS Interface, Printing, and/ or Network Downs, please include CC-DCRI External CRIS Down Notifications DL when opening conference line.
4. Systems Monitoring updates status screen.
5. For planned downs or assistance call DCRI Liaison Team (during regular working hours). If necessary, Systems Monitoring can notify the CRIS Analyst On-Call (during evening, nights, holidays, and weekends) with status.
6. Systems Monitoring sends e-mail to CC Systems Notification and CC-ISD IE Notice DL when operational.
7. Systems Monitoring to call the NIH Page Operator to make an overhead announcement that CRIS interfaces are operational.
8. Systems Monitoring updates status screen all is operational.

If SCM interfaces are down for more than 2 hours notify: Jon McKeeby

If QDX interfaces are down:

Tony Barnes must be called to coordinate. Call Yenshei Liu or the on-call Interface Team member to check and make sure when is operational.

Call Jim Pitts and DCRI Executive Leader On Call immediately.

1. Systems Monitoring to call the NIH Page Operator and have them make an overhead announcement that the CRIS Interfaces are down. This announcement should repeat every 15 minutes for the first hour and then every 30 minutes for the second hour and then hourly until the system is operational.
 - Message: The CRIS Interfaces are down.
 - Use message from Appendix J- CRIS Interface Downtime.
2. Systems Monitoring to send e-mail to CC Systems Notification and CC-ISD IE Notice DL, identifying that the interfaces are down as soon as interruption determined. This gets the message to all other interfaced groups (ATV, EKG, SoftMed, IDMS, POIS, etc.).
3. Systems Monitoring to open conference line (reference Appendix J checklist)
 - Send email that conference line is open to CC-DCRI Staff. For any CRIS, CRIS Interface, Printing, and/ or Network Downs, please include CC-DCRI External CRIS Down Notifications Distribution List when opening conference line.
4. Systems Monitoring updates status screen- If necessary
5. For planned downs or assistance call DCRI Liaison Team (during regular working hours). If necessary, Systems Monitoring can notify the CRIS Analyst On-Call (during evening, nights, holidays and weekends) with status.
6. Systems Monitoring sends e-mail to CC Systems Notification and CC-ISD IE Notice DL when operational.
7. Systems Monitoring to call the NIH Page Operator to make an overhead announcement that CRIS interfaces are operational.
8. Systems Monitoring updates status screen all is operational if necessary.

If QDX interfaces are down for more than 2 hours notify: Jon McKeeby.

If SCM is down:

Clinical DBA on call, John Kocher, Tony Barnes must be called to coordinate. They will provide details of others to be contacted as needed. Call Jim Pitts and DCRI Executive Leader On Call immediately.

1. Systems Monitoring to call the NIH Page Operator and have them make an overhead announcement that the CRIS system is down. This announcement should repeat every 15 minutes for the first hour and then every 30 minutes for the second hour and then hourly until CRIS becomes operational.
 - a. Message: CRIS is down.
 - b. Use message from Appendix J- CRIS Downtime.
2. Systems Monitoring to send e-mail to CC Systems Notification and CC-ISD IE Notice DL identifying that the CRIS is down as soon as interruption determined. This gets the message to all other interfaces (EKG, SoftMed, IDMS, POIS, etc.).
3. Systems Monitoring to open conference line (reference Appendix J checklist)
 - a. Send email that conference line is open to CC-DCRI Staff. For any CRIS, CRIS Interface, Printing, and/ or Network Downs, please include CC-DCRI External CRIS Down Notifications DL when opening conference line.
4. ICU Staff to print ICU CDV report 1 hour prior for planned CRIS downtimes or Systems Monitoring to print within 30 minutes of the CRIS being down if unplanned.
5. Systems Monitoring updates status screen.
6. For planned downs or assistance call DCRI Liaison Team Member (during regular working hours). If necessary, Systems Monitoring can notify CRIS Analyst On-Call (during evening, nights, holidays, and weekends) with status.
7. Systems Monitoring sends e-mail to CC Systems Notification and CC-ISD IE Notice DL when operational.
8. Systems Monitoring to call the NIH Page Operator to make an overhead announcement that CRIS is operational.
9. Systems Monitoring updates status screen all is operational.

If SCM is down any period of time, notify: Jon McKeeby

If SCM Report Services, Label Printing, Order Generation Services or other SCM Functionality is down:

DBA On-Call, Tony Barnes and John Kocher (NT Administrator on-call during evening, nights, holidays and weekends) must be called to coordinate. They will direct others to be called as needed.

1. Those involved in the problem will decide if Systems Monitoring needs to call the NIH Page Operator and have them make an overhead announcement that the CRIS or certain functions of CRIS are down.
 - Message: Needs to be individualized based on the type of down.
 - If users call Systems Monitoring, the CRIS on-call analyst or CC Service Center: You can state that there are CRIS Services down and we are working on a resolution.
2. Systems Monitoring to send e-mail to CC Systems Notification and CC-ISD IE Notice DL identifying that the CRIS is down as soon as interruption determined.
3. Systems Monitoring to open conference line (reference Appendix J checklist) see templates if additional users need to be included in conference line.
 - Send email that conference line is open to CC-DCRI Staff. For any CRIS, CRIS Interface, Printing, and/ or Network Downs, please include CC-DCRI External CRIS Down Notifications Distribution List when opening conference line.
4. Systems Monitoring updates status screen.
5. Clinical Information Systems departments will be called if necessary
6. For planned downs or assistance call DCRI Liaison Team Member (during regular working hours). If necessary, Systems Monitoring can notify CRIS Analyst On-Call (during evening, nights, holidays, and weekends) with status.
7. If service has not resumed within **30 minutes**, call Jim Pitts or DCRI Executive Leader On Call.
8. Systems Monitoring sends e-mail to CC Systems Notification and CC-ISD IE Notice DL when operational.
9. Systems Monitoring to call the NIH Page Operator to make an overhead announcement that all is operational.
10. Systems Monitoring updates status screen all is operational.

If production or developmental CDR (Clinical Center) database goes down

Chris Klein, or Shi-Feng (Grace) Chen, or Murali Kumar, or Tony Barnes or Yenshei Liu must be called to coordinate. They will direct others or to be called as needed.

1. Notify Systems Monitoring (496-7525).
2. Turn off all threads with cdr in name and results from SoftMed.
3. Chris Klein must make sure server is operational.
4. Shi-Feng (Grace) Chen, or Murali Kumar must make sure when is operational.
5. Tony Barnes and Yenshei Liu need to make sure no data is lost before restarting. They may need to reload data first. Tony or Yenshei should e-mail Murali if occurs in the middle of the night so he can check his processes.

No need to call down.

Appendix F
System Descriptions, Impact During CRIS Downtimes, and Assigned Responsibilities

Legend:

Component Name	Name of System Component
Description	Description of the function that the system component provides in respect to the CRIS Core system.
Firewall Location	Location of component in relation to the CC Checkpoint Firewall (Escher). Behind mean that the system component is protected from access by rules on the firewall.
Impact On CRIS Core	The affect a down of the System Component on has to the CRIS Core System.
Responsible Party	The persons whom should be notified when the system component is down.

Component Name	Description	Firewall Location	When Component is Down Impact On CRIS Core	Responsible Party
CC CRIS Firewall (Protects Clinical Data)	Maintains Security	N/A	No User Access to CRIS Core. No printing from CRIS Core. No Interface Transactions in or out of CRIS Core: Orders, ADT, ATV, Results, Statuses.	Richard Walker Jason Chan Tim Salo
CC Domain Controllers	SCM MSQM is installed on the Domain Controllers and is used by the interfaces to send and receive messages	In front if CC CRIS Firewall	No Interface Transactions in or out of CRIS Core: Orders, ADT, ATV, Results, Statuses.	Dempsey Dunn Tony Barnes
CC Network Firewall	Main CC Network	N/A	No User Access to CRIS Core. No printing from CRIS Core. No Interface Transactions in or out of CRIS Core: Orders, ADT, ATV, Results, Statuses.	Jason Chan Richard Walker Tim Salo
CCSXAPCONSES	Enterprise	Behind CC CRIS Firewall	No Administration Configuration changes to SCM or Installation of New Clients.	Systems Administration, DBA On-Call
CCSCMPMUL	SCM Multum Server	Behind CC CRIS Firewall	Loss of drug interaction checking for CRIS Core users.	Systems Administration, DBA On-Call
CCSXAPCONSORD	SCM CDS/Order Generation	Behind CC CRIS Firewall	Repeat orders will not get created for CRIS Core orders.	Systems Administration, DBA On-Call
CCSXAPCONSES	SCM HL7 Executive	Behind CC CRIS Firewall	No Interface Transactions in or out of CRIS Core: Orders, ADT, Results, Statuses.	Systems Administration,

Component Name	Description	Firewall Location	When Component is Down Impact On CRIS Core	Responsible Party
				DBA On-Call, Tony Barnes
CCSXAPMASQL	Master Active	Behind CC CRIS Firewall	No Access To CRIS SCM or ATV	Systems Administration, DBA On-Call
CCXAPPRT1	SCM Print Servers	Behind CC CRIS Firewall	No printing from CRIS Core.	Systems Administration, DBA On-Call
CCXAPPRT2	SCM Print Servers	Behind CC CRIS Firewall	No printing from CRIS Core.	Systems Administration, DBA On-Call
CCSXAPCONSRPT	SCM Report	Behind CC CRIS Firewall	No Printing of Reports.	Systems Administration, DBA On-Call
CITRIX	Client access for CRIS	N/A	No User Access via CITRIX.	Todd Myrick Brad Snakenberg
CRIS-SAN	SCM Storage	Behind CC CRIS Firewall	No patient data available from CRIS Core. All CRIS Core System Functions and ATV may be affected.	Systems Administration On-Call, DBA On-Call
IE	Interface Engine Server	Behind CC CRIS Firewall	No Interface Transactions in or out of CRIS Core: Orders, ADT, ATV, Results, Statuses.	Interface Team On-Call, Yenshei Liu or Tony Barnes
QDX	Interface Engine Application	Behind CC CRIS Firewall	No Interface Transactions in or out of CRIS Core: Orders, ADT to Clinical Information Systems, ATV, Results, Statuses.	Interface Team On-Call, Yenshei Liu or Tony Barnes
Monet	Domain Name Server used within CC	In front of CC CRIS Firewall	No ADT User Access to CRIS for users using Monet as name server: Majority ADT users.	Tadele Yenegeta Chris Klein
SMM	Sunrise Medication Manager	N/A	Not able to perform SMM services Pharmacy orders entered in CRIS would queue up. No order verification.	Tina Patel DBA On-Call, Pharmacy Contact
Thin Clients and Server	Client access for CRIS	N/A	No CRIS Core User Access via Thin Client. Possible thru CITRIX.	Citrix team on call
CRIS Sundown	View / Print only	Behind CC CRIS Firewall	No CRIS Core impact	CRIS DBA On- Call
Wireless Network	NIH Main Network	N/A	WOWs and PDA will not work	CIT Jason Chan Richard Walker Tim Salo

Component Name	Description	Firewall Location	When Component is Down Impact On CRIS Core	Responsible Party
VPN Wireless down	NIH Wireless Network	N/A	Wireless down- WOWs and PDA will not work Remote access unavailable	CIT Jason Chan Richard Walker Tim Salo

Appendix G

Clinical Information System Descriptions, Impact During CRIS Downtimes, and Assigned Responsibilities

Legend:

Clinical Information System	Name of System Component
Description	Description of function that the Clinical Information System provides.
Impact When CRIS Core is Down	The affect to the Clinical Information System when CRIS Core is down.
Responsible Party	The persons whom should be notified when the Clinical Information system is down.

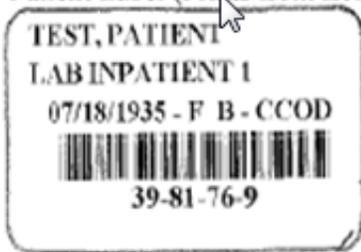
Clinical Information System	Description	Impact When CRIS Core is Down	Responsible Party
ATV	Admission Travel Voucher System	Lists of values (e.g. Attending Physician, Primary Physician, or Protocols) and Patient Demographics may not be up to date with information from CRIS Core. If the CRIS database server is down ATV is down.	Frank Mickey Tony Barnes CRIS DBA On-Call
Barcode (SoftID)	Barcode system	Orders are not sent from CRIS. ADT transactions are not sent from CRIS to LIS (SoftID).	Interface Team On-Call, Yenshei Liu or Tony Barnes
BD Cato (BD IV Prep)	IV Workflow System	ADT transactions are not sent from CRIS. Verified IV orders are not sent from SMM	Tina Patel Interface Team On Call Pharmacy AOD
CBORD	Nutrition System	Allergies and Orders are not sent from CRIS to CBORD. Admission, discharge and transfer (ADT) transactions are not sent from CRIS to CBORD.	Sys Admin On-Call, Interface Team On-Call
CDW	Clinical Data Warehouse – databases common, cllab, cdr_new	Orders from CRIS and results from Clinical Information Systems are not loaded into CDR. ADT transactions from CRIS are not loaded into CDR.	Tadele Yenegeta Chris Klein Murali Kumar
CRIS Core	Order Entry Documentation and Retrieval system	ADT transactions from SCM are not sent to Clinical Information systems. Orders from CRIS are not sent to other Clinical Information Systems. Results from other Clinical Information Systems are not displayed in CRIS.	CRIS DBA On-Call Interface Team On-Call
Dictaphone	Transcription System		Barrett Grieb Michelle Hendery
EKG	EKG System	Orders are not sent from CRIS and results are not sent to CRIS.	Interface Team On-Call
IDMS	Investigational Drug Management System	Orders are not sent from CRIS.	Tina Patel Interface Team On-Call Murali Kumar Pharmacy AOD
LIS (Micro, Lab,	Laboratory	Orders are not sent from CRIS and results are not sent to	Earle Barnes

Clinical Information System	Description	Impact When CRIS Core is Down	Responsible Party
Blood Bank, Anatomic Pathology)	Information System	CRIS. ADT transactions are not sent from CRIS to LIS.	Tony Barnes Chung-Hee Row Boyd Conley
Omnicell	Pharmacy Dispensing System	ADT transactions are not sent from CRIS. Verified medication orders are not sent from SMM.	Tina Patel Interface Team On Call Pharmacy AOD Suzanne Castine Rilwan Badamas
POIS and SISWEB	Perioperative Information System (POIS)	ADT transactions are not sent from CRIS.	Barrett Grieb Norma Street Tad Yenegeta Murali Kumar Julia Labovsky Interface Team On Call
PYXIS	Hospital supply Dispensing System	ADT transactions are not sent from CRIS.	Interface Team On Call
RIS	Radiology Information System	Orders are not sent from CRIS and results are not sent to CRIS. ADT transactions are not sent from CRIS.	David Sanford CRIS DBA On Call
ScriptPro	Outpatient Pharmacy System	Orders are not sent from CRIS and dispenses are not received by CRIS. ADT transactions are not sent from CRIS.	Tina Patel Interface Team On Call Pharmacy AOD Suzanne Castine Rilwan Badamas
3M	Transcription System	Orders are not sent from CRIS and results are not sent to CRIS. ADT transactions are not sent from CRIS.	Tracy Jacobs, Michelle Hendery, Barrett Grieb
Enterprise Scheduling	Appointment	Enterprise Scheduling will be down as it is part of CRIS	CRIS DBA On-Call Seth Carlson

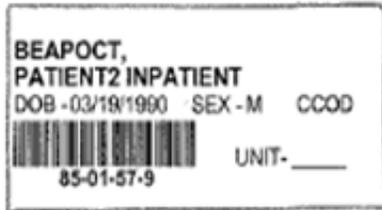
Appendix H

Types of Labels

Patient Label (Prints from Zebra Printer)

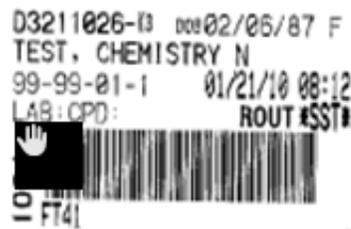


Patient Label (Prints from Admissions, extra labels kept in hard copy of patient's chart)

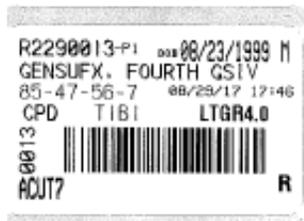


Specimen Label (Sent from Lab System)

Specimen label printed from Zebra printer



Specimen label printed from SoftID



Appendix I Example of Downtime Templates

Figure I.1. CRIS Downtime Flyer – Extended (i.e. CU Updates/Upgrades)

Upcoming: 5 HOUR CRIS DOWNTIME (example)

DATE:

TIME:

PURPOSE: CRIS Cumulative Updates

Details: Beginning DATE at TIME (approximately 5 hours), The Department of Clinical Research Informatics (DCRI) will be doing a CRIS Update.

During the service disruption, the Clinical Research Information System (CRIS) will be UNAVAILABLE. Please prepare to use downtime procedure during the downtime period.

WHO IS AFFECTED: All CRIS users

WHAT IS IMPACTED: Access to CRIS

CRIS USERS: Starting on DATE at TIME, you will need to log off CRIS.

- Please use CRIS Downtime Procedure.
- The downtime policy can be found on the CRIS website at http://cris.cc.nih.gov/procedures/pdf/Backup_Process_Unavailable_CIS.pdf
- Please refer to your department's downtime policy for specific instruction.
- ****NURSING: See attachment for unit posting***
- POIS and SISWEB will NOT be operational for requesting emergency surgical procedures, please use NIH-2891 manual form. OR case request during downtime will be completed by LIP or affiliate staff utilizing NIH approved forms. Refer to Manual forms for downtime <http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.html>
- SISWEB Downtime Case Request Form (formerly Operating Room Case Request Form) NIH-2891. Any requests for future non emergency postings during the downtime will be kept on hold until the SISWEB system is available.
- Appointment Scheduling: You will not be able to enter, status, or view patient appointments or print scheduling reports (Appointment Roster by Location, Patient Itinerary, Unstated Visit Report by Location).

What you can do to prepare for implementation:

- Restock your downtime toolkits.
- Prepare your area with the necessary manual downtime forms. Electronic versions of these forms can be found at the following, but please DO NOT PRINT out forms that come in carbon copies.
URL: <http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.shtml>. Instead please contact the Health Information Management Department at 301-496-2292.
- Have adequate supply of Patient Labels.

DCRI plans to provide CRIS Sundown approximately at 7:00 PM. CRIS Sundown is a copy of the current CRIS Sunrise with **view only** and printing capabilities. Data entered in CRIS **prior to 5:00** PM can be viewed by

selecting the CRIS Sundown icon  via Citrix (<https://cccasper.cc.nih.gov>).

You will be informed when the CRIS Sundown application is made available.

For more information about CRIS Sundown, see below.

What you can do when CRIS Sundown is available:

You can view and print CRIS data/ information ONLY that was entered in CRIS approximately up to 1 hour prior to the scheduled downtime.

- For more information about CRIS Sundown please refer to the resource handout found at http://cris.cc.nih.gov/cristraining/documents/CRIS_Sundown_FAQ.pdf

What you can do when CRIS Sunrise is available:

- Follow the downtime procedure concerning orders and clinical documentation re-entry into CRIS.

What to do if you get a Blank Content “White” Screen when logging into CRIS:

- Please see attached “Gateway White Screen” document.

For assistance during or post the CRIS Downtime call (301) 496-8400

Thank you for your support,

The Department of Clinical Research Informatics

Example of Downtime Templates (i.e. Flyer)



CRIS DOWNTIME

When:**Time:**

Why: CRIS Updates/Upgrade

Below are guidelines to make this XX-hour downtime a smooth process for you and your patients. Remember that you cannot enter orders or documents when the system is down. Also, please do NOT log on until notified. If you have any questions, please consult with your nurse manager and/or supervisor.

Downtime References:

<https://cris.cc.nih.gov/procedures/downtime.html> : Downtime Processes for Unavailability of Electronic Clinical Systems,

Preparing for the Scheduled Down

Downtime Toolkits should be restocked in advance. Since most downtime forms are completed in duplicate and triplicate, it is essential these are **NO T**photocopied. Manual ordering and documentation forms can be accessed online at:

<http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.shtml>. Forms that don't use carbon paper can be photocopied.

. Forms that don't use carbon paper can be photocopied.

Orders Management:

• Anticipate and coordinate with LIPs to enter all orders (i.e., take-home meds, med orders, and routine lab work) prior to downtime.

WOWs:

- Inpatient Units: place all cleaned WOWs outside patient's room prior to TIME. Keep WOWs plugged in and turned on.
- Outpatient Areas: Prior to close of business day DATE. Place all cleaned WOWs outside of offices in a central location. Keep WOWs plugged in and turned on throughout the weekend.

CRIS Printouts & Printers:

- Check that you have sufficient paper and toner supplies for printers.
- Print a supply of Patient Labels for each current patient.
- You will need to print out reports as necessary (Medical Care Plan, Nursing Worksheet, Meds Due List, Specimen Collection List)
- Validate accuracy of printouts against your current Medical Care Plan; copy each set for the other shifts to use while CRIS is down. Retain all copies to support documentation in the post-recovery period.

CRIS Sundown:

- Will be made available approximately at TIME providing a view-only image. CRIS data entered before TIME DATE can be viewed and printed in Citrix by selecting the CRIS Sundown icon.

POIS and SISWEB:

- POIS and SISWEB will not be operational. For requesting emergency surgical procedures, use NIH-2891 manual form. OR case request during downtime will be completed by LIP or affiliate

General Guidelines

Manual Ordering and Documentation Processes are used during all downs.

Patient Labels should include your patient's room number, LIP's name, and protocol number. If you apply a Patient Label to downtime forms, be sure to label all carbon copies.

Downtime Order Forms

- When using downtime forms, confirm that the original and all carbon copies are legible and filled out completely. Review [Downtime Order Form Guidelines](#)
- For accurate order processing, all downtime forms must include patient's name, date of birth, protocol number, and room number. Orders must be dated, timed, and signed, and all signatures must be accompanied by a printed name.
- Original copies are filed in the patient's chart and carbon copies are sent to appropriate departments. No new orders should be added to processed forms.
- STAT orders should be followed up with a phone call to the receiving department to confirm receipt of the medical order.

Pharmacy Orders:

- Drug Orders and Drug Allergies are sent to Inpatient or Outpatient Pharmacy via messenger escort.
- Requests for a medication replacement is made by copying the Medical Care Plan or Medication Orders form, circling the drug needed, and indicating the number of doses required and the priority status. This should be delivered to pharmacy by messenger escort.

Nutrition Orders:

- Orders for new or updated diets, NPO status, food allergies, consults, and patient location changes are recorded on the Orders Manual form (NIH-2960) and tubed to the Nutrition Department (#444).
- Food Allergies are tubed to the Nutrition Department.

Messenger Escort Services (MES):

- For patient transport requests, please call MES downtime phone number at 301-496-0094.

Laboratory Medicine:

- There are 3 distinct lab ordering records for chemistry, hematology, and microbiology. Please use the appropriate ordering record to request lab tests.
- Messenger & Escort Services (MES) will pick-up clinical specimens on their hourly rounds but if possible and appropriate, please deliver by Pneumatic Tube System.
- Lab Results will be delivered every 30 minutes by MES and dropped into the PCU's yellow bins. Please file lab results in your patient's chart immediately. Call DLM only if you do not receive lab results within 2 hours or within 1 hour for stats.
- Critical Test results and STAT results will be called to the PCU when the LIP cannot be reached. Record results on the DLM Report Logs. When you have handed-off results to the LIP, please document this hand-off in a Progress Note.

staff utilizing NIH approved forms. Refer to Manual forms for downtime
<http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.shtml>

- SISWEB Downtime Case Request Form NIH-2891. Any requests for future non-emergency postings during the downtime will be kept on hold until the SISWEB system is available,

Other Applications/Clinical Systems:

- CBORD, Citrix, ECG, IDMS, LIS, Omnicell, OPUS-RT, PACS, PYXIS, RIS Dictation/Transcription, etc. will operational but results will not cross over to CRIS during the downtime. ChartView be available in Citrix.

Transfusion Medicine:

- Use a Transfusion Medicine Ordering Record to request a type & screen and to order blood components. Please obtain a written infusion order specifying date/time & infusion rate.
- When requesting delivery of blood components, provide your patient’s first & last name, DOB, MRN, and requested component type. DTM will call your PCU when it is ready.
- If specimen collection or transfusion orders display in **SoftID /SoftID.TX**, you can use the system as usual; if not displaying, use downtime procedures.

Page 1

General Guidelines (continued)

Critical Test results and STAT results will be called to the PCU when the LIP cannot be reached. Record results on the DLM Report logs. When you have handed-off results to the LIP, please document this hand-off in a Progress Note.

Transfusion Medicine

- Use a Transfusion Medicine Ordering Record to request a type & screen and to order blood components.
- Please obtain a written infusion order specifying date/time & infusion rate.
- When requesting delivery of blood components, provide your patient’s first & last name, DOB, MRN, and requested component type. DTM will call your PCU when it is ready. If specimen collection or transfusion orders display in **SoftID/SoftID.TX**, you can use the system as usual; if not displaying, use downtime procedures.

Inpatient Progress Note is used to document all patient care activities including assessments, interventions, given medications (i.e., drug name, dose, route, frequency, and time of administration), and transfusions.

Medical Care Plan - Please track order changes on the Medical Care Plan and use all forms to communicate updates when care is handed off to the next care provider. Retain all copies of the Medical Care plan so they can be used when CRIS has returned and orders are reconciled.

Admissions Process when CRIS is Down

Please note that patients admitted to the CC during this scheduled down cannot be admitted into CRIS. This has an impact on general admission procedures, when patients can be registered in CRIS, and how medical orders should be handled once CRIS is available. ATV will not be operational, use NIH-54 form.

On Admission to the Clinical Center, Admissions staff will facilitate the review and signing of all admission consent documents with your patient prior to sending them to your PCU.

- If your patient is new to the Clinical Center, a medical record will not be sent immediately. Existing patient’s information can be found in ChartView via Citrix.
- Your patient will arrive with a hand-written ID band. Carefully validate the accuracy of the handwritten information (first/last name, DOB, and MRN) with your patient when they arrive.
- Your patient will arrive without Patient Labels and the usual

When CRIS Becomes Available

The Page Operator will announce when CRIS is available. Please take the following actions in collaboration with LIPs:

Entering Medical Orders in CRIS

- DLM and DTM staff will enter all lab and blood component orders that arrived in the labs with an appropriate ordering record. This action will cause LIS labels to print on some PCUs. Please discard these labels if specimens were collected during the down.
- LIPs or RNs should enter all other written, verbal, and telephone orders into CRIS, i.e., allergies, medications, blood product infusion, nutrition, radiology, etc.
- If your patient was admitted during the downtime, you can enter the medical orders in CRIS once the patient displays on your PCU’s patient list. If your admitted patient does not appear on the PCU patient list, the visit status has not yet been updated in CRIS.
- The original copies of all medical order forms are filed in the unit chart under “MD Orders.”
- Nursing staff who work the shift following CRIS availability should confirm that all manually handwritten orders were accurately entered in CRIS. When completed, the nurse reviewer should record their initials and date/time at the bottom of each order sheet.

Specimen Labels, Serum Drug Levels, and Lab Results

- To avoid redrawing specimens that were collected during the downtime, please carefully review any specimen orders that print and/ or display in SoftID after CRIS is available. Discard all duplicate labels.
- If Serum Drug Levels were drawn during the downtime, please complete the required documentation on the Worklist.
- Please keep the manual copy of all lab results in the unit chart until the results post in CRIS.

Clinical Care Documentation and Signature Manager

- The following nursing notes: Admission Assessments, Allergy Assessments, Transfused Blood Components, and administered medications are to be entered into CRIS once it is available.
- The Charge Nurse is responsible for facilitating documentation of administered medications in CRIS using

<p>Admission forms.</p> <p>Admissions Process is completed when CRIS is recovered. The Admissions staff will register your patient in CRIS and will notify you by phone when registration in CRIS is completed. Until the registration process is completed in CRIS, your patient will not appear on your PCU list or OP Clinic. Once registration is completed, the Admissions Record, General Admission Consent, Patient Labels, ID Band, and the medical record (for new patients) will be sent directly to your PCU or clinic.</p> <p>Entering Orders - Until your newly admitted patient is listed in CRIS on your PCU or OP Clinic you should not enter or release CRIS medical orders. Orders entered while the patient is in an incorrect visit status will auto-complete when the registration process is completed. If STAT or Priority medical orders need to be implemented, please follow downtime procedures until your patient displays in CRIS.</p>	<p>information written in the Progress Notes. Clinical documentation is recorded “on behalf of another.”</p> <ul style="list-style-type: none"> • If someone has entered clinical documentation on your behalf or, signed a medication “Marked as Done by Other”, please review this documentation and co-sign it using <Signature Manager> when you next return to work. Here’s how . . . • When you log into CRIS, a Signature Manager window opens and lists all the documents entered or medications signed on your behalf. • Review these documents and/or medications to validate their accuracy and make edits as needed. • Select the <SIGN> button at the bottom right • Select <Okay> to apply your electronic signature. <p>**CRIS Support Staff will be in-house to assist users when the system is down as well as when it becomes operational**</p> <p style="text-align: right;">Page 2</p>
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Example of Downtime Templates

Figure I.1a. CRIS Downtime Flyer (< 90 minutes)

CRIS Downtime- 60 minutes

Date:

Time:

Purpose: CRIS Maintenance

Event Details:

Tonight, xxxxxxxxxxxxxxxx beginning at 8:00 pm for approximately 60 minutes, the CRIS system will be unavailable for use. Please begin using Downtime (manual) procedures. You will not have access to the CRIS system.

Impacted Services/Applications: Access to CRIS.

Impacted Users: All CRIS system users.

Expected Resolution:

Additional Information:

- Please begin using Downtime (manual) procedures at 8:00pm.
- You will not have access to CRIS.
- You can NOT enter orders, document, print or retrieve information.
- You cannot admit, transfer or discharge a patient in CRIS until it becomes operational.
- **Important Note:** SOFTID Transfusion Verification will not be available

- o Since CRIS is unavailable, transfusions are documented in a Progress Note according to Nursing Procedures and Standards of Practice: Blood Product Administration -Appendix F: Downtime Procedure found at http://intranet.cc.nih.gov/nursing/practicedocs/procedures_pdf/PRO_Blood_Products_Admin_App_E.pdf
 - o Typenex expiration date can be confirmed by calling DTM.
 - o The Patient Transfusion Record will accompany the product when it is issued to the patient care area.
- Systems such as: CBORD, CITRIX, ECG, IDMS, LIS, Omnicell, PACS, PYXIS, RIS, Scriptpro, Dictation/ Transcription, & more will be operational but results will not cross over to CRIS. ATV is not operational, use NIH-54 manual form.
 - POIS and SISWEB will NOT be operational for requesting emergency surgical procedures, please use NIH-2891 manual form. OR case request during downtime will be completed by LIP or affiliate staff utilizing NIH approved forms. Refer to Manual forms for downtime <http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.shtml>
 - SISWEB Downtime Case Request Form (formerly Operating Room Case Request Form) NIH-2891. Any requests for future non emergency postings during the downtime will be kept on hold until the SISWEB system is available.
 - Omnicell and PYXIS will be functional but ADT information will not be updated. Please admit by hand per manual procedure. Medication orders manually placed or discontinued during the Downtime will not be updated at the Omnicell cabinet and Anesthesia Workstations. Medication orders entered and verified by Pharmacy prior to the Downtime will be accessible from the cabinet. Emergency medications may be removed using the override process at the cabinet.
 - Please do not send non-emergent orders on the manual ordering forms during the Downtime period.
 - Please wait and enter non-emergent orders in CRIS after CRIS becomes operational.
 - You will need to call Departments to communicate the orders and obtain service.
 - For Messenger and Escort, you will need to call all transport requests to the Messenger and Escort's CRIS Downtime phone line (301) 496-0094.

Emergent Lab Order, Please Follow This Procedure:

1. Send the specimen to the lab with the appropriate completed (Patient Identifiers, Location, Phone Number, Protocol Number, Tests Requested, LIP Name and Signature) manual Department of Laboratory Medicine Ordering Record form or Transfusion Medicine Ordering Record form.
2. Do not enter Emergency Orders into CRIS. The Lab will enter the orders on their end.
3. Do not redraw specimens for orders entered during the down.
4. Keep a written record of the results called back to the unit.

All Other Emergent Orders Follow the Defined Manual Ordering Process by Service (Pharmacy, Imaging Services, Transfusion Medicine, Respiratory Care, Nutrition and All Other Clinical Services)

During the downtime, please use manual ordering and/ or documentation forms.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

Figure I.1b. CRIS Intermittent Service Interruptions Flyer

CRIS - Intermittent Service Interruptions

Date:

Time:

Purpose: CRIS Maintenance

Event Details:

On _____ starting at _____ until approximately _____, users may experience intermittent service interruptions if using the CRIS system (Orders, Printing, Interfaces).

DCRI Engineers will be applying Microsoft updates to address security vulnerabilities.

****This is NOT a CRIS down; CRIS will be available****

Impacted Services/Applications: CRIS system (Orders, Printing, Interfaces).

Impacted Users: All CRIS system users.

Expected Completion:

Thank you for your support, The Department of Clinical Research Informatics
(301) 496-8400

Example of Downtime Flyers / List of Manual Forms to Use for Documentation

Figure I.2. LIS Downtime Information

Laboratory Information System (LIS) Downtime – 1 Hour

Date:

Time:

Purpose: LIS Upgrade

Event Details:

CRIS will be operational during this time, however Laboratory Information System (LIS) results will not cross over to CRIS. Enter all desired lab orders in advance if possible to prepare for the downtime.

Orders entered in CRIS during the LIS downtime will not cross to LIS until LIS becomes active and LIS results will not cross over to CRIS.

SoftID /SoftIDTx will **NOT** be available.

Impacted Services/Applications:

LIS

Impacted Users:

All users of the service listed above.

Information during the LIS Downtime:

- During the downtime, Department of Laboratory Medicine (DLM) will call the nursing units with STAT and Critical results. Keep a written record of the results called back to the unit.
- A hard copy of downtime results will be delivered to PCU every 30 minutes via Messenger & Escort
- All samples with or without the barcode label should be accompanied by the DLM Ordering record that must be completely filled out (when LIS is down, DLM staff does not know what to run on samples).
- Please call the DLM, the Department of Transfusion Medicine (DTM) and the Laboratory of Anatomic Pathology to communicate orders and obtain service during the downtime.
- Once LIS is back up, SoftID for specimen collection and blood product transfusion will be active. If you have issues, trouble shoot with your superuser, if still not resolved call DCRI help desk at 301-496-8400 to obtain contact with Barcode team.

Expected Completion of upgrade:

Thank you for your support,

The Department of Laboratory Medicine and
The Department of Clinical Research Informatics

(301) 496-8400

Another Example:**Event Details:**

This is a Laboratory Information System (LIS) and SoftID Downtime; CRIS will be operational during this time. Please call the Department of Laboratory Medicine (DLM), the Department of Transfusion Medicine (DTM) and the Laboratory of Anatomic Pathology to communicate orders and obtain service. Please enter all desired lab orders for <date> in advance if possible to prepare for this downtime.

Important Note: Lab specimens must be accompanied by the appropriate manual ordering record. Please complete manual record with **Patient Identifiers, Patient Location, Phone Number, Tests Requested, LIP Name, CRIS order number.**

Impacted Services/Applications:

The Laboratory Information System (LIS) & SoftID

Impacted Users:

All users of the service listed above.

Expected Completion of upgrade:

Information during the LIS Downtime:

- Send the specimen to the lab with the appropriate manual Department of Laboratory Medicine Ordering Record form or Transfusion Medicine Ordering Record form.
- Specimen Labels may or may not print out. Use patient labels.
- Please verify all labs are collected based on available information (medical care plan, lab form etc.).
- Lab results will not cross over to CRIS until the LIS system is operational.
- You CAN enter orders in CRIS, document and retrieve information, and print during the downtime; however, LAB orders entered will not cross over to the Laboratory Information System (LIS) which includes the following: Micro, Lab, Blood Bank, and Anatomic Pathology. The orders will cross to the LIS and results will queue up into CRIS once the downtime is complete.
- During the downtime, DLM and DTM will call the nursing units with STAT results. Keep a written record of the results called back to the unit.
- Messenger and Escort will deliver downtime results every 30 minutes to appropriate PCU. Please file Lab results to central result bin.

SoftID

SoftID labels can be used from to with the accompanying manual order form. After <time>, use only the manual order form as per downtime procedures

Transfusion Verification/SoftID.Tx

Transfusion verification may be done in SoftID.Tx up until <time>, after <time>, use downtime procedures, including verification of blood products with second nurse

SoftID/SoftID.Tx –Go live when LIS downtime is completed at <time> on <date>:

Once LIS is back up, SoftID for specimen collection and SoftID.Tx for blood product transfusion will be active, please begin to use the new system. If you have issues, trouble shoot with your superuser, if still not resolved call DCRI help desk at 301-496-8400 to obtain contact with Barcode team. The barcode Team from Nursing and Phlebotomy will make rounds on the units.

Example flyer: Department of Laboratory Medicine Downtime Process for Nursing
Projected Downtime: Date @ __:__.m – Date @ __:__.m. (insert date)

Prior to Downtime:

1. Please have all routine orders for labs in CRIS prior to the system downtime.
2. Have adequate supply of patient labels and the following forms on the unit and in the downtime
Tool kit:
 - ✓ Department of Laboratory Medicine Ordering Records (Chemistry, Hematology, Microbiology)
 - ✓ Transfusion Medicine Ordering Record
 - ✓ “Information Required for Specific Tests” (dose and draw time for drugs, etc)
 - ✓ STAT Report Logs for Chemistry (1 form for serum/CSF, and 1 for whole blood) and 1 form for Hematology” to record STAT lab results and critical lab values called to PCU during computer downtimes.
3. Review the purpose of these forms and their location with the staff.
4. The Nursing Administrative Coordinator will have additional copies of these Forms.

CRIS Downtime:

ORDERS:

1. Limit manual lab orders during downtime.
2. Complete Department of Laboratory Medicine Ordering Records for lab tests required during downtime:
 - ✓ Use a separate order form per patient for each DLM Service (Chemistry, Hematology, and Microbiology).
 - ✓ Use a separate form for Transfusion Medicine tests
 - ✓ Important reminder...
Print PHYSICIAN name, enter PCU location, and Protocol Number
DLM must have this information to enter CRIS orders after downtime is over.
3. Send the “Information Required for Specific Tests” if tests require specific information in order to be processed (e.g. drug levels and 24 hour urines)
4. Label specimens with patient label (barcode labels will not be available)
5. Write PCU location on the label.

Manual RESULTS:

1. DLM will call STATS and Critical Value lab results to the PCU. Record these results on the form “STAT Report Log for Chemistry and Hematology” to record the lab results called.
2. Test reports will be sent to each PCU for STAT, Priority and Routine orders via Messenger Escort every 30 minutes. All results called to the unit should be recorded on the STAT logs and filed in the front of the patient’s chart for easy access/retrieval during the downtime.
Important reminder -please do not call the lab for results during the downtime. During the downtime, it is difficult to retrieve results in the lab when working in the manual mode.
3. DTM will call the PCU when blood is ready for pick up and will continue to tube blood. Please be prepared to state patient’s complete name, MRN, Date of Birth, and component type requested when initiating request for blood delivery.

Example flyer: Department of Laboratory Medicine Downtime Process for Nursing
Projected Downtime: Date @ __:__.m – Date @ __:__.m. (insert date)

CRIS Up:

1. DLM will enter all lab orders that arrive in the labs on the various Department of Laboratory Medicine Ordering Records (Chemistry, Hematology, and Microbiology) during the downtime period. Specimen labels for these orders will then print out in the labs.
2. DTM will enter all lab orders that arrive in the labs with a Transfusion Medicine Ordering Record during the downtime period. Specimen labels for these orders will then print out in the labs.
3. Collaborate with your peers to see what samples were drawn during the downtime and discard the duplicate labels that may have printed on the units when CRIS is brought up. Do not redraw specimens that were drawn during the downtime.
4. Lab results from manual orders placed during downtime will not be available in CRIS until **Date @ __: a.m.** Keep the paper file of lab results on the PCU until all lab results are in CRIS. DLM expects that all Lab results from downtime will be in CRIS by **Date @ __: a.m**

Example of Downtime Flyers / List of Manual Forms to Use for Documentation

Figure I.3. Network Downtime:

CC Network Downtime

Date:

Purpose: Network Maintenance

Time:

Event Details:

The Clinical Center (CC) Network will be down from DATE and TIME period. Areas will lose access to CRIS for approximately XX minutes. Some clinical and non-clinical applications (SoftMed, Theradoc, SIS, CBORD, SOFIE, etc.) will also be unavailable. You may experience loss of network connectivity to other CC resources during this period.

During the service disruption, CRIS users are to use downtime procedure.

Impacted Services/Applications: CRIS, SoftID system and CC Network.

Impacted Users: All CRIS, SoftID and CC Network users.

Expected Resolution:

Date and Time

Additional Information:

- Please begin using Downtime (manual) procedures.
- You will not have access to CRIS.
- You can NOT enter orders, document, print or retrieve information in either system.
- You cannot admit, transfer or discharge a patient in CRIS until it becomes operational.
- **Barcode Information:** SoftID Specimen Labels and generic labels will not print out.
Prior to the Downtime, please be sure you have an extra set of Patient Labels on hand by ordering them from Admissions.
 - o Units that still receive LIS labels from the Zebra printers can use these labels during the SoftID downtime.
 - o Units that no longer receive LIS labels from the Zebra printers, should use standard downtime procedures for specimen collections. That is, please complete a lab requisition (**including protocol number**) and apply a Patient Label to specimen containers.
- SoftID.Tx Transfusion Verification will not be available:

- o If CRIS is available, transfusions are documented in the “Blood Component Administration” structured note. (These notes are entered directly into CRIS)
 - o If CRIS is unavailable, transfusions are documented in a Progress Note according to Nursing Procedures and Standards of Practice: Blood Product Administration -Appendix F: Downtime Procedure found at http://intranet.cc.nih.gov/nursing/practicedocs/procedures_pdf/PRO_Blood_Products_Admin_App_E.pdf. (These docs get scanned into CRIS per Nursing process)
 - o Typenex expiration date can be confirmed in CRIS or by calling DTM.
 - o The Patient Transfusion Record will accompany the product when it is issued to the patient care area.
 - o When the SoftID.Tx system comes back up, blood components that were issued during the downtime may display in SoftID.Tx. Please contact DTM to verify status
- POIS and SIS Web are not operational. For requesting emergency surgical procedures, please use NIH-2891 manual form. If clinical documentation from POIS is needed please contact the DPM Surgical On call team via the page operator.
 - Clinical Information Systems such as: CBORD, CITRIX, ECG, IDMS, LIS, Omnicell, PACS, PYXIS, RIS, Dictation/ Transcription, & more will be operational but results will not cross over to CRIS during the downtime. ATV is not operational, use NIH-54 manual form. Chart View will be available in Citrix.
 - **Omnicell and PYXIS** will be functional but ADT information will not be updated. Please admit by hand per manual procedure. Medication orders manually placed or discontinued during the Downtime will not be updated at the Omnicell cabinet and Anesthesia Workstations. Medication orders entered and verified by Pharmacy prior to the Downtime will be accessible from the cabinet. Emergency medications may be removed using the override process at the cabinet.
 - Please do not send non-emergent orders on the manual ordering forms during the Downtime period.
 - Please wait and enter non-emergent orders in CRIS after CRIS becomes operational.
 - You will need to call Departments to communicate the orders and obtain service.
 - For Messenger and Escort, you will need to call all transport requests to the Messenger and Escort’s CRIS Downtime phone line (301) 496-0094.

Emergent Lab Order, Please Follow This Procedure:

1. Send the specimen to the lab with the appropriate completed (**Patient Identifiers, Location, Phone Number, Protocol Number, Tests Requested, LIP Name and Signature**) manual Department of Laboratory Medicine Ordering Record form or Transfusion Medicine Ordering Record form.
2. Do not enter Emergency Orders into CRIS. The Lab will enter the orders on their end.
3. Do not redraw specimens for orders entered during the down.
4. Keep a written record of the results called back to the unit.

All Other Emergent Orders Follow the Defined Manual Ordering Process by Service (Pharmacy, Imaging Services, Transfusion Medicine, Respiratory Care, Nutrition and All Other Clinical Services)

During the downtime, please use manual ordering and/ or documentation forms.

These forms are located on every patient care area in the CRIS Downtime Toolkit.

For additional forms, contact Medical Record Department (301-496-2292)
Monday- Friday 7:00 am- 5:00 pm or go online to the following URL:
<http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.shtml>

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

Another Template Example:

CC Network Downtime

Date:

Time:

Purpose:

Event Details: The Clinical Center (CC) Network will be down from _____ starting at _____ until _____. Areas will lose access to CRIS during this time period.

**** CRIS and SUNDOWN WILL BE UNAVAILABLE ****

During the service disruption, CRIS users need to use downtime procedures. The following clinical and non-clinical applications will also be unavailable in the **CRC, Pharmacy, ACRF, DEMII, CCMD and via VPN:**

Impacted Clinical Systems:		Impacted Web-Based CC Applications:		Impacted Department Applications:	
Acuity Plus	Omnicell	Clinical Data Warehouse (CDW)	MRD Diagnostic Discharge (DDX)	Blood Borne Diseases	Pharmacotherapy Registration
ANSOS	PACS	Executive Information System (EIS)	MRD Lab Report Requests	Bioethics Tracking	Pharmacy Patient Tracking
ATV	POIS	Hospital Services & Visual Supply Catalog	STARS	Building Services Requests	Phlebotomy
BTRIS	Prosolv	Hospital Statistics System (HSS)	Pharmacy Drug Formulary	Catheter Placement	Patient Recruitment Tracking
CITRIX	PYXIS	Investigational Drug Monitoring System (IDMS)	Protocol History	Consult Evaluation System	Volunteer Tracking
CRIMSON	RIS	Lawson		Pain Management Tracking	
CRIS	ScriptPro				
CRIS Mobile	Softmed (3m)				
ECG	Theradoc				
IDMS	Viasys (PFT)				
LIS BD Cato (BD IVPrep)					

The following communication systems will **NOT** be available in certain areas of **Building 10 (DLM, DTM, DPM, MRD, MMD, 2C410, Credentialing, OFM, 5J, 2J, DCRI)** complex.

* VoIP Phone * Internet * E-mail



Use the Emergency Back-up Telephone System  for communication during this network maintenance period. Refer to the Emergency Back-Up Telephone System attachment for dialing procedures and a list of emergency numbers.

Impacted Users: All CC Network users

Expected Resolution:

Additional Information:

- Use CRIS Downtime (manual) procedures.
 - You can NOT enter orders, document, print or retrieve information in either system
 - You cannot admit, transfer or discharge a patient in CRIS until it becomes operational
 - Barcode: SoftID Specimen Labels and generic labels will not print out. SoftID.Tx Transfusion Verification will not be available
 - You will need to call Departments to communicate the orders and obtain service
- POIS and SIS Web are not operational. For requesting emergency surgical procedures, please use NIH-2891 manual form
 - If clinical documentation from POIS is needed please contact the DPM Surgical On call team via the page operator
- The Clinical Information Systems listed above will NOT be operational
- For Messenger and Escort, you will need to call all transport requests to the Messenger and Escort's CRIS Downtime phone line (301) 496-0094
- **NURSING: see attachment for information and unit posting**

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

NIH Wireless Network Downtime

Purpose: CIT Wireless Maintenance

Date:

Time:

Location: Building 10 CRC, Old Building 10 and the ACRF

Event Details:

All NIH Wi-Fi access may be intermittent for use on DATE according to the following schedule:

- a) Building 10 Magnuson & ACRF: TIME
- b) Building 10 CRC-Hatfield: TIME

- This includes NIH-Guest-Network, NIH-Wireless and ALL other wireless networks run by CIT in Building 10. Smart phone, laptop and tablet users may also be impacted and need to reauthenticate when the wireless networks are up.
- CRIS will be operational and can be accessed only from the Thin Client devices during this network maintenance period.
- Wireless Computers such as Workstations on Wheels (WOWs) may NOT have wireless access to CRIS including SoftID (Barcode System including PDAs), Provation Travel Carts or the network.
- WOWs and Provation Travel carts connecting to the network directly via a network drop will continue to work.
- Patients may not have Wi-Fi connections to their entertainment devices (e.g. gaming consoles)
- If you use NIH paging and rely on a mobile device WITHOUT a 102 pager, and you will be on campus and must be reachable during this window, please ensure your device connects to cellular. If you need assistance with contacting someone during this maintenance, please call the NIH Page Operator Supervisor at 301-496-4516
- Patient Call System: RTLS (Real-Time Location Services) and Zebra Phones

Impacted Services/Applications:

The wireless network, including wireless Workstations on Wheels (WOWs).

Impacted Users:

Users of the service listed above.

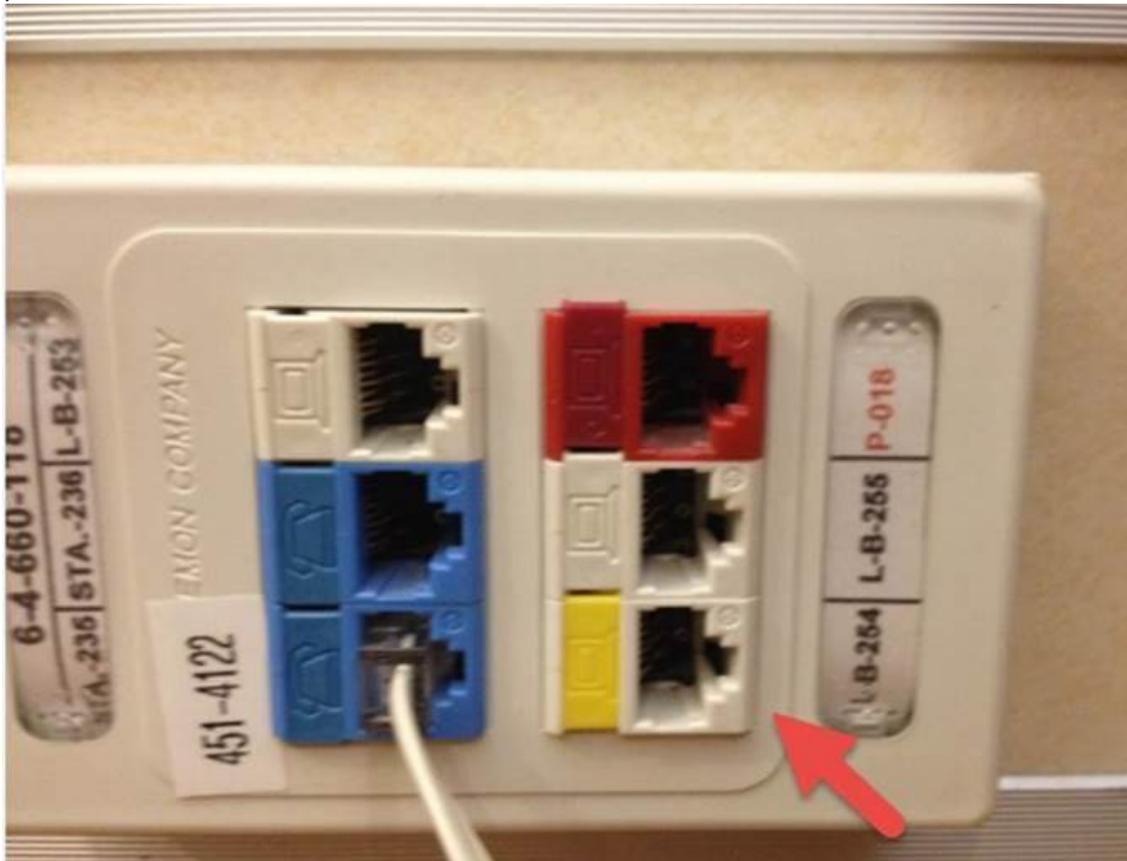
Expected Resolution Time:

For Building 10 Magnuson & ACRF: date and time

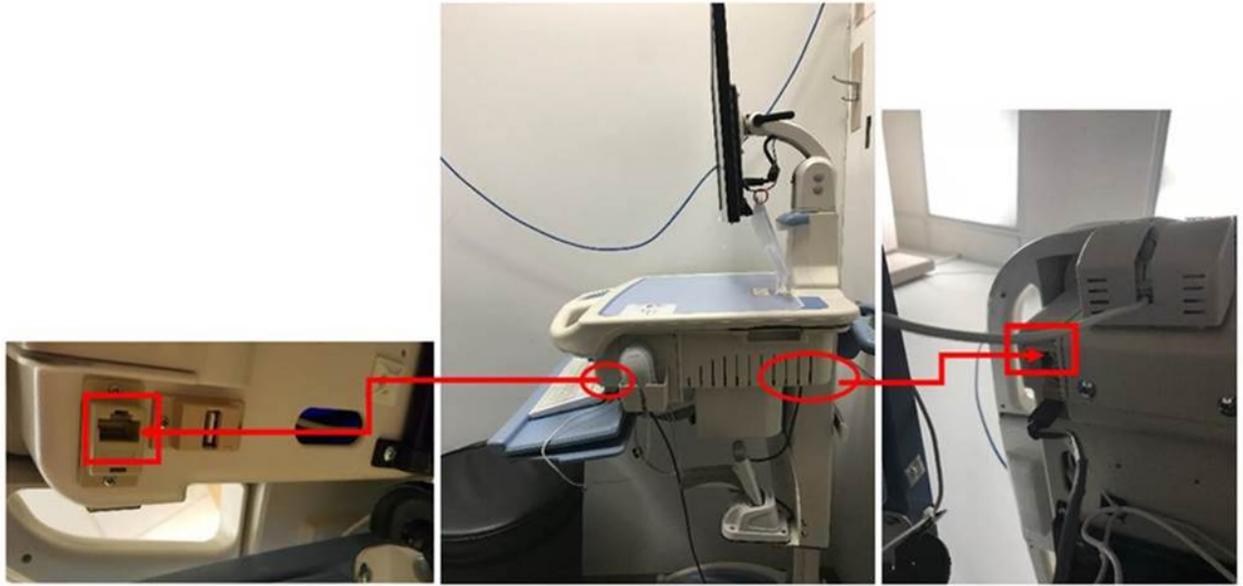
For Building 10 CRC-Hatfield: date and time

Additional Information for Nursing and Phlebotomy:

- If requiring use of SoftID from the WOWs, you can connect to the yellow LAN ports located throughout your unit.



Your port may be located in one of two locations based on the model of your WOW. Please see the picture below. Both ports are UNDER the workspace table. Please make sure that your unit is equipped with LAN cables (blue). For questions, contact the CC Service desk at 301-496-8400.



- SoftID Specimen Labels may not print out.
- Units that still receive LIS labels from the Zebra printers can use these labels during the SoftID Downtime.
- Units that no longer receive LIS labels from the Zebra printers should use standard downtime procedures for specimen collections. That is, please complete a lab requisition **(Including protocol number)** and apply a Patient Label to specimen containers.
- You CAN enter orders, document, print or retrieve information from Thin Client devices.
- Clinical Information Systems, such as RIS, LIS, ECG, PACS, CITRIX, PYXIS, Dictation/ Transcription, IDMS & more will be operational and results will cross over to CRIS.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

Example of Downtime Flyers / List of Manual Forms to Use for Documentation

Figure I.4. Clinical Center Database Downtime Flyer

CLINICAL CENTER SQLSERVER DOWN

Date:

Start Time:

End Time:

Purpose: Maintenance/SQL Server Upgrade

Event Details:

The Clinical Center SQL Database Server will be unavailable on

Impacted Services/Applications:

During the downtime, you will not have access to applications on the list below during the down.

Impacted Users:

Any user attempting to access the Clinical Center SQL Database Server and dependent applications (listed below).

Users of the services listed below.

Expected Resolution Time:

Additional Information:

CRIS will NOT be affected:

This Downtime will primarily affect the following web-based CC applications and Department Applications:

- Bioethics Consult Report, CES
- Bioethics Tracking
- Clinical Data Repository (CDR) (a.k.a Clinical Data Warehouse (CDW))
- Clinical Studies Info - search field only
- Clinical Studies: Protocol Consents Search
- CPT (3M) billing code interfaces will affected
- CRIMSON
- CRIS Usage Analytics
- Executive Information System (EIS)
- HIMD Lab Report Requests
- Hospital Services & Visual Supply Catalog
- Investigational Drug Management System (IDMS) - Orders from CRIS will not cross to IDMS
- Material Safety Datasheet (Pharmacy)
- Medical Staff Dictionary (OCS)
- Pain Management Tracking
- Payment Tracker (OFRM)
- Pharmacy Drug Formulary
- Pharmacy Patient Tracking
- POIS—Lab results will not post to module but is accessible in CRIS
- Research Volunteer System (RVS)
- Researcher Tracking (Rehab)
- SoftMed interfaces –results and report will not cross to CRIS

- LAWSON
- ANSOS
- Clarity
- Institute Feeds - not be affected

Other Applications Interrupted (with shorter downtime):

- AMS, AQI, OFRM, Percussion, PharmRees, Phlebotomy, ProNutra, RegActivity, sacredCES (SACRED will not be affected), SocialWork (SWAT), Surveys, Universal Precaution, WaitTime Tracker

***Attn Nursing:** For Central Hospital Supply (CHS) orders during this period, please contact CHS at (301) 496-2243 or contact the page operator to reach the CHS On-Call staff.

Example of Downtime Flyers / List of Manual Forms to Use for Documentation

Example of updated. CRIS Slowness- Downtime Message

Update- Event Details:

Presently CRIS is experiencing intermittent slowness with entering CRIS Orders, Documentation, and printing. This will continue until tomorrow morning (DATE and TIME)

A CRIS downtime has been scheduled for DATE from ____ until ____ to work on the issue. No further email will be sent out about the slowness.

Please contact CC Service Center (301 496-8400) if the delay in entering CRIS orders is greater than 2 minutes.

Impacted Application:

CRIS

Impacted Users:

All CRIS Users

Expected Resolution:

Thank you for your support,

NIH CC/ Department of Clinical Research Informatics

-----Previous Information-----

From: CC DCRI Notifications (DO NOT REPLY)

To: CC Systems Notification; CC-ISD IE Notice

Subject: CRIS Slowness -

Event Details:

CRIS Slowness- Delay in entering Orders, documentation, printing

Presently CRIS is slower than normal. Please note that DCRI is aware of the issue and working to resolve.

Please contact CC Service Center (301) 496-8400 if the delay in entering the order is greater than 2 minutes.

Impacted Application:

CRIS

Impacted Users:

All CRIS Users

Expected Resolution:

Unknown

Thank you for your support,

NIH CC/ Department of Clinical Research Informatics

Appendix J

Example of Standard Terminology to send in Email and Message for Downtime

There are various types of system downtimes or delays where standard terminology can be used in an e-mail to users and a message to page operators informing them of what is affected by the Downtime/Delay. Until issues are further defined, DCRI has created a generic template and specific downtime templates.

Types of downtimes:

1. Generic Template (used to get message out when issue first identified)- System interruption
2. Generic Template – Extension of Downtime
3. Admission, Travel, Voucher (ATV) Downtime
4. SoftID System Downtime
5. CCCasper Citrix Access Downtime
6. CC File Downtime
7. CC Website Downtime/ Multiple Website Downtime
8. Cellular outage (CIT) / NIH In-Building Cellular Service Outage
9. Citrix Downtime
10. CRIS Clinical Documentation Downtime
11. CRIS Delay (slowness)
12. CRIS Downtime
13. CRIS via Citrix System Interruption (CCCasper Citrix Access)
14. CRIS and Barcode Downtime
15. CRIS Downtime - using CRIS Sundown
16. CRIS Interface Delay
17. CRIS Interface Downtime
18. CRIS ADT Interface Downtime
19. CRIS Lab Interface Downtime
20. CRIS Laboratory Information System (LIS) Downtime
21. CRIS Printing Downtime
22. CRIS Printing Delay (Interruption)
23. ECG System Downtime
24. E-Mail Downtime/ / NIH Email Service Downtime:
25. Internet Access Downtime (Loss of access to SIS Web)
26. Omnicell Interface Downtime
27. Event (Occurrence) Reporting System (STARS)
28. Outlook- interruption in accessing .PST folders
29. Messenger and Escort Printing Downtime
30. MobileIron (Mobile Device Management System) service interruption
31. NIH Clinical Center Network Delay
32. NIH Clinical Center Potential Network Downtime/ Network Connectivity Issues (Intermittent Problems)
33. Network Downtime
34. Network Maintenance impacting CRIS, Interfaces, Clinical/Non Clinical applications
35. Nutrition (CBORD) Downtime
36. Perioperative Information System (POIS) Downtime
37. Perioperative Information System (POIS) Interface Downtime
38. Point of Care Testing
39. Printing / General Printing Interruption (CCOPPrint1 and CCOPPrint2)
40. Provation

(Continued from previous page):

41. QuadraMed Acuity Plus System Downtime
42. Radiology Information System (RIS) Downtime
43. RADPACS (CC PACS) System Downtime
44. RTLS (Patient Call System)
45. Autostore Document Scanning System Downtime
46. Scriptpro (Outpatient Pharmacy) Delay
47. Scriptpro (Outpatient Pharmacy) Downtime
48. Surgical Information System (SISWeb) Downtime:
49. SMM Downtime (Sunrise Medication Manager / Pharmacy System Downtime)
50. SoftBank Downtime/ DTM Lab System Downtime
51. CDR Downtime (Clinical Center Database Server)
52. Telephone/ Cisco CCX Answering and Messaging System Downtime (DCRI ONLY):
53. Telephone System Downtime
54. Thin Client Devices Downtime
55. Training Database Downtime
56. Wireless Network Downtime
57. Workstation on Wheel (WOW)
58. Workstation on Wheel (WOW) Maintenance

Note: There may be other clinical applications not requiring house-wide communication, hence are not listed above. The generic template (Appendix J, #1) may be used to communicate system/application issues to its respective users and stakeholders.

Please note the CRIS status screen is to be updated unless otherwise indicated.

1. Generic Message Template: System interruption

This will be initiated as soon as Systems Monitoring has recognized something is wrong with a system or application etc (e.g. increased calls about issues). Calls could be for CRIS down, CRIS slowness, printing issues, CRIS login issues to name a few.

Message to Page Operator:

Present tense: Presently a system interruption has been reported for Insert name of the application or issue.
Please note that DCRI engineers are aware of the issue and are working to resolve.

E-Mail Message:

Subject:

Include title, date and time in subject line.

Event Details:

System interruption has been reported for _____

(example to use: CRIS printing, access to CRIS, etc) - Remove before sending message.

Please note that DCRI engineers are aware of the issue and working to resolve. More information to follow.

Impacted Services/Applications:

Include name such as CRIS, etc.

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

Add text here as needed.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

2. Generic Message Template: Extension of Downtime

Internal information refer to section 2.1 -If the system is not operational at the designated time continue with downtime overhead announcement and email notification that the system remains down. If it initially is an extended downtime then follow the extended downtime procedure, otherwise go to unplanned downtime procedure (e.g. continue immediate then hourly announcements if prior to 10pm and/ or every 2 hours if after 10pm).

The overhead and emails will continue per policy until it is operational.

Message to Page Operator:

The _____system remains unavailable for use. Please continue use downtime procedure.

E-Mail Message:

Subject:

Include title of downtime and **EXTENDED**, date and time in subject line.

Update- Event Details: _____ **Downtime Extended** <date and time>

<Insert application name> **remains** unavailable for use. **Please continue to use Downtime (manual) procedures.**

Impacted Application:

<Insert application name>

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Thank you for your support,

The Department of Clinical Research Informatics

-----Previous Information-----

<**Note to Systems Monitoring**- Include email string >

3. Admission, Travel, and Voucher Downtime:

Message to Page Operator:

The Admission, Travel, Voucher System (ATV) will be unavailable for use Date from time - _____. During the ATV downtime, please use NIH Form 54 and contact the Admissions Department to communicate request and obtain service.

E-Mail Message:**Subject:**

Include title, date, and time in subject line.

Event Details:

The Admission Travel Voucher System (ATV) will be down Date from time - _____. During the ATV downtime, you _____ have access to CRIS.

Impacted Services/Applications:

The Admission Travel Voucher System (ATV).

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

Please use the "Request for Admission/Travel/Voucher/Local Transportation" (NIH- 54) manual form for emergent requests. Deliver the completed form to the following areas during business hours:

- Admissions Request: Admissions front desk. For questions about completing the NIH -54 forms, contact Admissions at 301-496-3315.
- Government-Arranged Travel Requests: Travel office (10/1-4553).
- Voucher Requests: Voucher Office (10 North Lobby (room 1606).

Evenings, Nights, Weekends, and Holidays: Contact Admissions at 301-496-3315.

If any of the requests are not emergent, please submit an electronic request once the ATV system is operational. If you have submitted a manual form (NIH-54) to the appropriate area, you do not need to enter the same ATV request electronically once the system is operational.

The manual form can be accessed from the Health Information Management Department's online forms at the following URL: <http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.shtml>[medicalrecords/forms/index.shtml](http://intranet.cc.nih.gov/medicalrecords/forms/index.shtml)

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496- 8400

4. SoftID / SoftID.Tx System Downtime:

Message to Page Operator:

The SoftID / SoftID.Tx Specimen Collection Verification and Transfusion Verification and Patient ID Systems will be unavailable for use Date from time - _____. **Please include CRIS Order ID with any specimen sent to the lab that does not have a barcode label**

E-Mail Message:

Subject: Include title, date, and time in subject line.

Event Details:

The SoftID / SoftID.Tx Specimen Collection Verification and Transfusion Verification and Patient ID Systems will be unavailable.

IMPORTANT: Please include CRIS Order ID and completed manual lab ordering forms with any specimen sent to the lab that does not have a barcode label. All specimens for Type and Screen must be initialed and dated by the collector if barcode labels are not used.

Impacted Services/ Applications: The SoftID / SoftID.Tx system.

Impacted Users: Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

- CRIS will be available for use during the SoftID / SoftID.Tx system downtime.
- SoftID / SoftID.Tx Specimen Labels will not print out.
 - **Prior to the Downtime, please be sure you have an extra set of Patient Labels on hand by ordering them from Admissions. **
 - Units that still receive LIS labels from the Zebra printers can use these labels during the SoftID / SoftID.Tx downtime.
 - Units that no longer receive LIS labels from the Zebra printers, should use standard downtime procedures for specimen collections.

That is, please complete a lab requisition (**including protocol number**) and apply a patient label to specimen containers.
- SoftID.Tx Transfusion Verification will not be available
 - If CRIS is available, transfusions are documented in the "Blood Component Administration" structured note.
 - If CRIS is unavailable, transfusions are documented in a Progress Note according to Nursing Procedures and Standards of Practice:

Blood Product Administration -Appendix D: Downtime Procedure found at http://intranet.cc.nih.gov/nursing/practicedocs/procedures_pdf/PRO_Blood_Products_Admin_App_E.pdf
 - Typenex expiration date can be confirmed in CRIS or by calling DTM.
 - The Patient Transfusion Record will accompany the product when it is issued to the patient care area.
- When the SoftID.Tx system comes back up, blood components that were issued during the downtime may display in SoftID.Tx. Please contact DTM to verify status.

4B. SoftID Downtime:

Message to Page Operator:

The SoftID Specimen Collection Verification and Patient ID System will be unavailable for use Date from time - _____. **Please include CRIS Order ID with any specimen sent to the lab that does not have a barcode label**

E-Mail Message:

Subject: Include title, date, and time in subject line.

Event Details:

The SoftID Collection System will be unavailable.

IMPORTANT: Please include CRIS Order ID and completed manual lab ordering forms with any specimen sent to the lab that does not have a barcode label.

Impacted Services/ Applications: The SoftID system.

Impacted Users: Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

- CRIS will be available for use during the SoftID system downtime.
- SoftID specimen labels will not print out.
 - **Prior to the Downtime, please be sure you have an extra set of Patient Labels on hand by ordering them from Admissions. **
 - Units that still receive LIS labels from the Zebra printers can use these labels during the SoftID downtime.
 - Units that no longer receive LIS labels from the Zebra printers, should use standard downtime procedures for specimen collections.
That is, please complete a lab requisition (**including protocol number**) and apply a patient label to specimen containers.

4C. SoftID.Tx Transfusion Verification System Downtime:

Message to Page Operator:

The SoftID.Tx Transfusion Verification System will be unavailable for use Date from time - ____

Please include CRIS Order ID with any specimen sent to DTM that does not have a barcode label.

E-Mail Message:

Subject: Include title, date, and time in subject line.

Event Details:

The SoftID.Tx Verification System will be unavailable.

CRIS and Laboratory Information System (LIS) are operational.

Impacted Services/ Applications: The SoftID.Tx system.

Impacted Users: Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

1. SoftID.Tx Transfusion Verification will not be available.
 - If CRIS is available, transfusions are documented in the "Blood Component Administration" structured note.
 - If CRIS is unavailable, transfusions are documented in a Progress Note according to Nursing Procedures and Standards of Practice:
Blood Product Administration -Appendix D: Downtime Procedure found at
http://intranet.cc.nih.gov/nursing/practicedocs/procedures_pdf/PRO_Blood_Products_Admin_App_E.pdf
 - Typenex expiration date can be confirmed in CRIS or by calling DTM.
 - The Patient Transfusion Record will accompany the product when it is issued to the patient care area.
2. When the SoftID.Tx system comes back up, blood components that were issued during the downtime may display in SoftID.Tx. Please contact DTM to verify status.

5. CCCasper Citrix Access Downtime:

Message to Page Operator:

The CCCASPER Citrix Access website will be unavailable for use (give date and time if you know in advance).
CRIS will be operational from WOWs and Thin Client devices.

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 5 different DLs:

- 1) CC Systems Notification
- 2) CC-ISD IE Notice
- 3) CC Staff
- 4) CCMEDSTAFF-L@LIST.NIH.GOV
- 5) CCAFFSTAFF-L@LIST.NIH.GOV

E-Mail Message:

Subject: Include title, date, and time in subject line.

Event Details:

The CCCASPER Citrix Access website will be unavailable for use on <insert date and time>
CRIS will be operational from WOWs and Thin Client devices.

Impacted Services/Applications:

Access to applications on the CCCASPER Citrix Access website <https://cccasper.cc.nih.gov>
Remote access to Citrix.

Impacted Users:

Users accessing applications on the CCCasper Citrix Access site. Users accessing CRIS via Citrix.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

During the CCCASPER Citrix Access website downtime, you will have access to CRIS only from WOWs and Thin Client devices.

Clinical Information Systems such as: RIS, LIS, ECG, PACS, CBORD, Omnicell, PYXIS, SoftID (barcode), Standard Register (Inpatient wristbands), 3M/Transcription, IDMS & more will be operational and results will cross over to CRIS.

Thin Client devices **will have** access to CRIS.

Email through Citrix will be unavailable for use during the downtime.

Remote access from off site will be unavailable.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

Another template:

Purpose: CC CITRIX Upgrade

Date:

Time:

Impacted Users: All CCCASPER and Thin Client Users

Event Details:

Citrix infrastructure including CCCASPER and Thin Clients is being upgraded between ____ and ____ on DATE.

There could be momentarily interruptions in launching applications and logging into Thin Clients during this time. If you are unable to log in or launch an application, please wait 5 minutes and try again.

No existing Citrix sessions will be interrupted.

Impacted Services/Applications:

CCCASPER and Thin Clients

Expected Resolution Time:

DATE & TIME

Additional Information:

Existing sessions will not be interrupted, but logging in and starting new applications could fail during this time. If you are unable to launch an application or log in, please wait 5 minutes, refresh your browser and try again.

After the upgrade operation will resume as normal. No change in functionality is expected.

Thank you for your continued support,

The Department of Clinical Research Informatics
(301) 496-8400

6. CC File Downtime

Message to Page Operator:

Present tense: The network server, CC File, is down. You **will not** have access to your personal folders such as your H: Drive and various other CC File related folders during this time.

IMPORTANT MESSAGE To Systems Monitoring

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:

- 1) CC Systems Notification
- 2) CC-ISD IE Notice
- 3) CC Staff

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

The CC File server is down. During this network server interruption, you **will not** have access to your personal folders such as your H Drive (home directory) which include shared departmental directories and Outlook archive files on CC File.

Impacted Services/Applications:

CC File including "H: Drive" and other related folders.

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

If working in documents on your H drive, any changes made could be lost. Please save locally.

DCRI engineers are aware of the issue and attempting to resolve.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

7. [CC Website/ Multiple Website Downtime:](#)

Message to Page Operator:

There will be no over head page for the Multiple Website Potential Downtime.

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:

- 1) CC Systems Notification
- 2) CC-ISD IE Notice
- 3) CC Staff

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

On <date / time> the Department of Clinical Research Informatics will be performing maintenance on the web servers supporting CC websites in the Data Center.

CRIS will be operational during this time.

Impacted Services/Applications:

Users will experience connectivity loss (outage) to the various websites noted below.

Impacted Users:

Users of the service listed below.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

During the duration of this maintenance activity, users will experience connectivity loss (outage) to the various websites noted below.

The Websites that may be affected are as follow:

1. Bioethics.nih.gov
2. Bloodbank.nih.gov
3. btris.nih.gov
4. Clinical studies.cc.nih.gov
5. Clinicalresearch.nih.gov
6. Cris.cc.nih.gov
7. Druginfo.cc.nih.gov
8. Intranet.cc.nih.gov
9. Nursing.nih.gov
10. Training.cc.nih.gov
11. www.cc.nih.gov

We thank you for your support,
The Department of Clinical Research Informatics
301 496-8400

8. Cellular Outage/ NIH In-Building Cellular Service Outage

Message to Page Operator:

Building 10 and ACRF will experience *cellular service* outages on < Enter date/ time >.

During this time, all in-building cellular services (e.g. ATT, Verizon, Sprint and T-Mobile) will rely on cellular towers outside the building.”

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 5 different DLs:

1. CC-ISD IE Notice
2. CC Systems Notification
3. CC Building 10 - **Blind carbon copy**
4. CC Building 10A - **Blind carbon copy**
5. CC Building 10-CRC - **Blind carbon copy**

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

<Confirm location - Building 10 and ACRF> will experience *cellular service* outages on < Enter date/ time >

During this time, all in-building cellular services (e.g. AT&T, Verizon, Sprint and T-Mobile) will rely on cellular towers outside the building. If you need to use your cell phone, reception outside the building is available.

Areas in basements and away from exterior walls may only provide a weak signal.

Impacted Services/Applications:

All cellular services (e.g. AT&T, Verizon, Sprint and T-Mobile)

Impacted Users:

Cellular users in Building 10 CRC, Old Building 10 and ACRF <Confirm location>

Users relying on the in-building cellular services

Expected Resolution Time:

Enter date/ time OR enter “There is no current estimated time of resolution”.

If assistance is needed, please contact the NIH IT Service Desk at 301-496-HELP, 301-496-8294 (TTY), or visit us on the web at <http://itservicedesk.nih.gov>.

Thank you for your patience,

The Department of Clinical Research Informatics and
The Center for Information Technology.

Another template example:

The Cellular Antenna System (DAS = Distributed Antenna System) Unavailable – Verizon Cellphone Users

Date:

Duration:

Purpose: DAS Maintenance

Who is Affected:

During the DAS maintenance work, Verizon cellphone users in all buildings covered by DAS on the NIH campus (including building 10 and CRC) will temporarily lose DAS services causing either no in-building cell phone signal or cell phone signal not as strong as it usually is depending on customers' location inside the building.

Maintenance Start Time:

Impacted Services/Applications:

Verizon in-building cellular services (DAS)

Impacted Users:

Verizon cellphone users in all DAS covered buildings on the NIH campus (including building 10 and CRC)

Targeted Maintenance Completion Time:

**** Verizon customers must make sure the WI-FI setting on the cellphone is on and using 'NIH-Wireless' (not the NIH-Guest-Network) during this maintenance to receive the paging**

Thank you,

Department of Clinical Research Informatics
On Behalf of The Center of Information Technology

9. Citrix Downtime:

Message to Page Operator:

The Citrix system will be unavailable for use (**give date and time if you know in advance**).

During the downtime, CRIS will be operational from Workstations on Wheels (WOWs) only.

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 5 different DLs:

- 1) CC Systems Notification
- 2) CC-ISD IE Notice
- 3) CC Staff
- 4) CCMEDSTAFF-L@LIST.NIH.GOV
- 5) CCAFFSTAFF-L@LIST.NIH.GOV

E-Mail Message:

All email will be sent from the CC DCRI Notifications (DO NOT REPLY) DL

Subject: Include title, date, and time in subject line.

Event Details:

The Citrix system will be unavailable.

Impacted Services/Applications:

Citrix and access to applications on the CCCASPER Citrix Access website <https://cccasper.cc.nih.gov>

Remote access to Citrix.

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

During the Citrix downtime, you will have access to CRIS only from Workstations on Wheels (WOWs). Thin Client devices will not have access to CRIS.

Clinical Information Systems such as: RIS, LIS, ECG, PACS, CBORD, Omnicell, PYXIS, SoftID (barcode), Standard Register (Inpatient wristbands), 3M/Transcription, IDMS & more will be operational and results will cross over to CRIS.

Email through CCCasper Citrix Access will be unavailable for use during the downtime.

Remote access from off site will be unavailable via CCCasper Citrix Access.

Thank you for your support,
The Department of Clinical Research Informatics
(301) 496-8400

10. CRIS Clinical Documentation Downtime

Message to Page Operator:

NO overhead announcement is made

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE IDENTIFY WHAT NOTES ARE AFFECTED AND SEND TO DISTRIBUTION LISTS:

1. CC Systems Notification
2. CC-ISD IE Notice
3. CCMEDSTAFF-L@LIST.NIH.GOV <INCLUDE IF PRESCRIBER NOTES ARE AFFECTED>
4. CCAFFSTAFF-L@LIST.NIH.GOV <INCLUDE IF PRESCRIBER NOTES ARE AFFECTED>

E-Mail Message:

Subject: Include title, date, and time in subject line.

Specific Clinical Documentation Downtime in CRIS

****CRIS WILL BE OPERATIONAL****

Event Details:

On <Date and Time>, the Department of Clinical Research Informatics will be performing updates on **specific** clinical documents in CRIS.

During the downtime, the following document(s) listed below (including the patient care areas that will be impacted) will be *unavailable* for use.

Users will not be able to enter information in the specific documents identified below and are requested to use downtime procedure for the affected document(s) **ONLY**.

Unavailable Structured Notes:	Impacted Areas:

Impacted Services/Applications:

CRIS Clinical Documents as indicated above

Impacted Users:

CRIS Prescriber Users

Impacted Locations:

Clinical areas as indicated above.

Expected Resolution Time:

Additional Information:

CRIS will be operational during this time

We thank you for your patience,

The Department of Clinical Research Informatics
301 496-8400

11. CRIS Delay (Slowness):

Message to Page Operator:

Present tense: Presently CRIS is experiencing intermittent slowness with entering CRIS Orders, Documentation, and printing. Please contact CC Service Center if the delay in entering CRIS orders is greater than 2 minutes.

IMPORTANT MESSAGE To Systems Monitoring:

Please include CC-DCRI External CRIS Down Notifications DL when opening conference line.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

CRIS Slowness- Delay in entering Orders, documentation, printing.

Impacted Services/Applications:

Access to CRIS

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

Presently CRIS is slower than normal. Please note that DCRI is aware of the issue and working to resolve.

Please contact CC Service Center (301 496-8400) if the delay in entering CRIS orders is greater than 2 minutes.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

12. CRIS Downtime:

Message to Page Operator:

The CRIS system will be unavailable for use (**give date and time if you know in advance**). (We will provide information IF downtime procedure will be initiated).

IMPORTANT MESSAGE To Systems Monitoring:

ICU Staff to print ICU CDV report 1 hour prior for planned CRIS downtimes or Systems Monitoring to print within 30 minutes of the CRIS being down if unplanned

1. CC Systems Notification
2. CC-ISD IE Notice

E-Mail Message:

Subject:Include title, date, and time in subject line.

Event Details:

CRIS will be or is unavailable for use. (We will provide information IF downtime procedure will be initiated). You will not have access to CRIS.

Impacted Services/Applications:

Access to CRIS

Impacted Users:

All CRIS users. (Users of the service listed above).

Expected Resolution:

Enter date/ time OR enter "There is no current estimated time of resolution."

Additional Information: *(INCLUDE if use of downtime procedure is initiated)*

- Please begin using Downtime (manual) procedures.
- You can NOT enter orders, document, schedule/modify/cancel patient appointments, print or retrieve information in either system.
- You cannot admit, transfer or discharge a patient in CRIS until it becomes operational. Inpatient wristbands or patient labels will not printout.
- Specimen Labels may or may not print out. Use patient labels or Generic Patient Labels. Please verify all labs are collected based on available information (medical care plan, lab form etc).
- Systems such as: SoftID, SoftID.Tx, CBORD, CITRIX, ECG, IDMS, LIS, Omnicell, PACS, PYXIS, RIS, Scriptpro, 3M/Transcription, & more will be operational but results will not cross over to CRIS, as applicable. ATV is not operational, use NIH-54 manual form. Chart View will be available in Citrix.
- **POIS and SIS Web-** are not available during the down. You will not be able to submit OR case in SIS Web. To request an emergency surgical procedure, please use NIH-2891 manual form. During Business hours: Please call the front desk of the Operating Room (OR) if you need to schedule an OR case. If clinical documentation from POIS is needed please call the OR (Mon. - Fri. 7:00 am – 3:30 pm). After hours: Contact the DPM Surgical On call team via the page operator.
- **SoftID / SoftID.Tx** will display only active orders for both specimen collection and transfusion verification entered prior to CRIS down. Please use all available information (e.g., Medical Care Plan, written orders) to determine what specimens should be collected and/ or products transfused. Collection status and transfusion information (e.g. vital signs and transfusion report) will update once CRIS is operational.
- Omnicell and PYXIS will be functional but ADT information will not be updated. Please admit by hand per manual procedure. Medication orders manually placed or discontinued during the Downtime will not be

updated at the Omnicell cabinet and Anesthesia Workstations. Medication orders entered and verified by Pharmacy prior to the downtime will be accessible from the cabinet. Emergency medications may be removed using the override process at the cabinet.

- Enterprise Scheduling is not available. Use Form NIH 2955 to request a patient appointment.
- Please do not send non-emergent orders on the manual ordering forms during the Downtime period.
- Please wait and enter non-emergent orders in CRIS after CRIS becomes operational.
- You will need to call Departments to communicate the orders and obtain service.
- For Messenger and Escort, you will need to call all transport requests to the Messenger and Escort's CRIS Downtime phone line (301) 496-0094.

Emergent Lab Order, Please Follow This Procedure:

- 1. Send the specimen to the lab with the appropriate completed (Patient Identifiers, Location, Phone Number, Protocol Number, Tests Requested, LIP Name and Signature) manual Department of Laboratory Medicine Ordering Record form or Transfusion Medicine Ordering Record form.**
- 2. Do not enter Emergency Orders into CRIS. The Lab will enter the orders on their end.**
- 3. Do not redraw specimens for orders entered during the down.**
- 4. Keep a written record of the results called back to the unit.**

All Other Emergent Orders Follow the Defined Manual Ordering Process by Service (Pharmacy, Imaging Services, Transfusion Medicine, Respiratory Care, Nutrition and All Other Clinical Services)

During the downtime, please use manual ordering and/ or documentation forms.

These forms are located on every patient care area in the CRIS Downtime Toolkit.

For additional forms, contact Health Information Management Department (301-496-2292)

Monday- Friday 7:00 am- 5:00 pm or go online to the following URL:

<http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.shtml>

Appointment Scheduling - You will be unable to view new patient information or demographic updates on patients in the Scheduling System.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

13. CRIS via Citrix (CC Casper Citrix Access) System Interruption

Message to Page Operator:

System interruption has been reported for CRIS access via Citrix (CC CASPER)

During the downtime, CRIS will be operational from Workstations on Wheels (WOWs).

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 5 different DLs:

1. CC Systems Notification
2. CC-ISD IE Notice
3. CC Staff
4. CCMEDSTAFF-L@LIST.NIH.GOV
5. CCAFFSTAFF-L@LIST.NIH.GOV

E-Mail Message:

Subject: Include title, date, and time in subject line.

Event Details:

System interruption has been reported for accessing CRIS via CITRIX.

Please note that DCRI engineers are aware of the issue and working to resolve.

More information to follow.

Impacted Services/Applications:

Access to CRIS via Citrix (CCCASPER Citrix Access website <https://cccasper.cc.nih.gov>)

Remote access to Citrix.

Impacted Users:

Users accessing CRIS via Citrix (CCCasper Citrix Access site).

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

- During this Citrix interruption, you will have access to CRIS from Workstations on Wheels (WOWs).
- Clinical Information Systems such as: RIS, LIS, ECG, PACS, CBORD, Omnicell, PYXIS, SoftID (barcode), 3M/Transcription, IDMS & more will be operational and results will cross over to CRIS
- Thin Client devices **will not have** access to CRIS.

Thank you for your support,
The Department of Clinical Research Informatics
(301) 496-8400

14. CRIS and Barcode Downtime

Message to Page Operator:

CRIS & SoftID and SoftID.Tx Specimen Collection Verification and Transfusion Verification system will be unavailable for use (**give date and time if you know in advance**). Please use Downtime procedures.

IMPORTANT MESSAGE To Systems Monitoring:

ICU Staff to print ICU CDV report 1 hour prior for planned CRIS downtimes or
Systems Monitoring to print within 30 minutes of the CRIS being down if unplanned

Please include CC-DCRI External CRIS Down Notifications DL when opening conference line.

Event Details:

CRIS & the SoftID / SoftID.Tx Specimen Collection Verification and Transfusion Verification system will be unavailable. Please begin using Downtime (manual) procedures.
You will not have access to CRIS or SoftID system.

Impacted Services/Applications: Access to CRIS & SoftID system.

Impacted Users: All CRIS & SoftID system users.

Expected Resolution:

Enter date/ time OR enter "There is no current estimated time of resolution."

Additional Information:

- Please begin using Downtime (manual) procedures.
- You will not have access to CRIS.
- You can NOT enter orders, document, schedule/modify/cancel patient appointments, print or retrieve information in either system.
- You can not admit, transfer or discharge a patient in CRIS until it becomes operational.
- **Barcode Information:**
- SoftID Specimen Labels and generic labels will not print out.
**Prior to the Downtime, please be sure you have an extra set of Patient Labels on hand by ordering them from Admissions. **
 - Units that still receive LIS labels from the Zebra printers can use these labels during the Bar Code/ SoftID downtime.
 - Units that no longer receive LIS labels from the Zebra printers, should use manual downtime procedures for specimen collections.

CRIS and Barcode Downtime: (continued):

- SoftID / SoftID.Tx Transfusion Verification will not be available
 - If CRIS is available, transfusions are documented in the “Blood Component Administration” structured note.
 - If CRIS is unavailable, transfusions are documented in a Progress Note according to Nursing Procedures and Standards of Practice: Blood Product Administration -Appendix F: Downtime Procedure found at http://intranet.cc.nih.gov/nursing/practicedocs/procedures_pdf/PRO_Blood_Products_Admin_App_E.pdf
 - Typenex expiration date can be confirmed by calling DTM.
 - The Patient Transfusion Record will accompany the product when it is issued to the patient care area.
- Systems such as: SoftID, CBORD, CITRIX, ECG, IDMS, LIS, Omnicell, PACS, PYXIS, RIS, Scriptpro, 3M/Transcription, & more will be operational but results will not cross over to CRIS. ATV is not operational, use NIH-54 manual form.
- POIS and SIS Web are not available during the down. You will not be able to submit OR case in SIS Web. To request an emergency surgical procedure, please use NIH-2891 manual form. During Business hours: Please call the front desk of the Operating Room (OR) if you need to schedule an OR case. If clinical documentation from POIS is needed please call the OR (Mon. - Fri. 7:00 am – 3:30 pm). After hours: Contact the DPM Surgical On call team via the page operator.
- Omnicell and PYXIS will be functional but ADT information will not be updated. Please admit by hand per manual procedure. Medication orders manually placed or discontinued during the Downtime will not be updated at the Omnicell cabinet and Anesthesia Workstations. Medication orders entered and verified by Pharmacy prior to the Downtime will be accessible from the cabinet. Emergency medications may be removed using the override process at the cabinet.
- Enterprinsc Scheduling is not available. Use Form NIH 2955 to request a patient appointment.
- Please do not send non-emergent orders on the manual ordering forms during the Downtime period.
- Please wait and enter non-emergent orders in CRIS after CRIS becomes operational.
- You will need to call Departments to communicate the orders and obtain service.
- For Messenger and Escort, you will need to call all transport requests to the Messenger and Escort’s CRIS Downtime phone line (301) 496-0094.

Emergent Lab Order, Please Follow This Procedure:

1. Send the specimen to the lab with the appropriate completed (**Patient Identifiers, Location, Phone Number, Protocol Number, Tests Requested, LIP Name and Signature**) manual Department of Laboratory Medicine Ordering Record form or Transfusion Medicine Ordering Record form.
2. Do not enter Emergency Orders into CRIS. The Lab will enter the orders on their end.
3. Do not redraw specimens for orders entered during the down.
4. Keep a written record of the results called back to the unit.

All Other Emergent Orders Follow the Defined Manual Ordering Process by Service (Pharmacy, Imaging Services, Transfusion Medicine, Respiratory Care, Nutrition and All Other Clinical Services)

CRIS and Downtime: (continued):

During the downtime, please use manual ordering and/ or documentation forms.

These forms are located on every patient care area in the CRIS Downtime Toolkit.

For additional forms, contact Health Information Management Department (301-496-2292)

Monday- Friday 7:00 am- 5:00 pm or go online to the following URL:

<http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.shtml>

Thank you for your support,

The Department of Clinical Research Informatics

(301) 496-8400

15. CRIS Downtime (using CRIS Sundown):

Message to Page Operator:

First Message: "The CRIS system will be unavailable for use (give date and time if you know in advance). Please use Downtime procedures."

Second Message (CRIS Sundown available): Once Systems Monitoring is notified by DBA that CRIS Sundown is available, they will call the page operator to have the following message announced: "The CRIS system remains unavailable for use, please use downtime procedures. CRIS Sundown is now available for use. Data entered in CRIS prior to <enter time> can be viewed by selecting the CRIS Sundown icon via Citrix."

IMPORTANT MESSAGE To Systems Monitoring:

ICU Staff to print ICU CDV report 1 hour prior for planned CRIS downtimes or

Systems Monitoring to print within 30 minutes of the CRIS being down if unplanned

If for some reason Sundown does not become available please inform the user community (example that notification says it will be available

Please include CC-DCRI External CRIS Down Notifications DL when opening conference line.

E-Mail Message:

Same as for CRIS Downtime (previous section) but you need to send a separate message when **CRIS Sundown is available.**

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION (blind copy) NEEDS TO BE SENT TO 7 different DLs:

1. CC Systems Notification
2. CC-ISD IE Notice
3. CC Staff
4. CCMEDSTAFF-L@LIST.NIH.GOV
5. CCAFFSTAFF-L@LIST.NIH.GOV
6. CC CRIS Users Master Dist List - A- K
7. CC CRIS Users Master Dist List - L- Z

Subject:

Include title, date, and time in subject line.

Event Details:

Details: Beginning DATE at TIME until TIME (approximately 5 hours), The Department of Clinical Research Informatics (DCRI) will undergo updates.

During the service disruption, The Clinical Research Information System (CRIS) will be UNAVAILABLE. Please begin using your downtime procedure.

WHO IS AFFECTED: All CRIS users

WHAT IS IMPACTED: Access to CRIS

CRIS USERS: Starting, you will need to log off CRIS.

- Please use CRIS Downtime Procedure.
- DCRI downtime policy and other downtime resources can be found on the CRIS website at http://cris.cc.nih.gov/procedures/pdf/Backup_Process_Unavailable_CIS.pdf
- Prepare your area with the necessary manual forms to facilitate patient care during the downtime.

- Please refer to your department's downtime policy for specific instruction.
- ***NURSING: See attachment for unit posting**
- POIS and SIS Web will NOT be operational for requesting emergency surgical procedures, please use NIH-2891 manual form.
- Appointment Scheduling: You will not be able to enter, status, or view patient appointments or print scheduling reports (Appointment Roster by Location, Patient Itinerary, Unstatused Visit Report by Location).

What you can do to prepare for implementation:

- Please have all routine orders for labs in CRIS prior to the system down on DATE AND TIME.
- Restock your downtime toolkits.
- Prepare your area with the necessary manual downtime forms. Electronic versions of these forms can be found at the following, but please DO NOT PRINT out forms that come in carbon copies.
URL: <http://intranet.cc.nih.gov/medicalrecords/forms/forms-crisdowntime.shtml>. Instead please contact the Health Information Management Department at 301-496-2292.
- Have adequate supply of Patient Labels.

Example wording: DCRI plans to provide CRIS Sundown approximately <enter time> **(60-90 minutes** after CRIS Sunrise is taken off line). CRIS Sundown is a copy of the current CRIS Sunrise with **view only** and printing capabilities. Data entered in CRIS prior to (time) 5:30 PM can be viewed by selecting the CRIS Sundown icon



via Citrix (<https://cccasper.cc.nih.gov>).

You will be informed when the CRIS Sundown application is made available to view and/or print patient's data.

For more information about CRIS Sundown, see below.

What you can do when CRIS Sundown is available:

You can View and Print CRIS data/ information ONLY that was entered in CRIS approximately up to 1 hour prior to the scheduled downtime.

- For more information about CRIS Sundown please refer to the resource handout found at http://cris.cc.nih.gov/cristraining/documents/CRIS_Sundown_FAQ.pdf

What you can do when CRIS Sunrise is available:

- Follow the downtime procedure concerning orders and clinical documentation reentry into CRIS.

What to do if you get a Blank Content "White" Screen when logging into CRIS:

- Refer to the "Gateway White Screen" document.

For assistance during or post the CRIS Downtime call (301) 496-8400. CRIS Support Staff will be in-house to assist users when the system is down as well as when it becomes operational.

Thank you for your support,

The Department of Clinical Research Informatics

Another Template Example:

The CRIS system is unavailable for use, please use Downtime procedures
However, CRIS Sundown is now available for use. CRIS Sundown is a copy of the current CRIS Sunrise with view only and printing capabilities. Data entered in CRIS prior to <enter time> can be viewed by selecting the CRIS Sundown icon via Citrix.

Impacted Services/Applications: CRIS

Impacted Users: All CRIS users. (Users of the service listed above).

Expected Resolution:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

By selecting the CRIS Sundown icon via Citrix, and entering your NIH domain user name and password you will have access to CRIS Sundown. Please note upon log in:

- You can **View** and **Print CRIS data/ information ONLY**.
- You cannot add, edit, or modify any data.
- You will not have access to the Task Manager (MAR), only to the Task Viewer to view Worklist Manager information.
- You will not have access to the Flowsheet tab, data can be viewed from the Documents tab.

CRIS Sundown will be taken offline when CRIS Sunrise (CRIS SCM) is available.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

16. CRIS Interface Delay:

Message to Page Operator:

There is/ will be a CRIS Interface Delay (**give date and time if you know in advance**). CRIS is operational; however Admission, Discharge and Transfer (ADT) and transactions (e.g. orders) information from CRIS are delayed in crossing over to Clinical Information systems until the interfaces are operational. You will need to call Departments to communicate orders and obtain service.

IMPORTANT MESSAGE To Systems Monitoring:

Please include CC-DCRI External CRIS Down Notifications DL when opening conference line.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

There is a CRIS Interface Delay (**give date and time if you know in advance**).

CRIS is operational. Information entered in CRIS or Clinical Information Systems during the delay will queue up (back up) and slowly cross over to one another until the interfaces are fully operational.

Admission, Discharge and Transfer (ADT) transactions from CRIS will be delayed in updating or cross over to Clinical Information systems until the interfaces are fully operational.

Impacted Services/Applications:

Access to CRIS

Transactions to/ from CRIS with Clinical Information systems

The Admission, Discharge and Transfer (ADT) system.

SoftID /SoftID.Tx Specimen Collection and Transfusion Verification

Impacted Users:

All CRIS users and users of the other services listed above.

Expected Resolution:

“There is no current estimated time of resolution”.

Additional Information:

You will need to call Departments to communicate orders and obtain service.

You CAN enter orders, document, and retrieve information and print. Protocol information updates will not occur until the interfaces are fully operational. New patients will be delayed in crossing from CRIS to the Clinical Information systems until the interfaces are fully operational.

CRIS Interface Delay: (continued):

Orders entered in CRIS during the delay will queue up (back up) and slowly cross over to the Clinical Information Systems. Results and documentation from the Clinical Information Systems will be delayed in crossing over to CRIS until the interfaces are fully operational. The Clinical Information Systems include:

- Admission, Travel, Voucher (ATV) System
- SoftID /SoftID.Tx
- AcuityPlus
- BD Cato
- Crimson
- ECG system
- IDMS System
- Laboratory Information System (LIS) = Micro, Lab, Blood Bank, Anatomic Pathology
- NCI Labmatrix
- Nutrition System (CBORD)
- Omnicell
- Perioperative Information System (POIS and SIS Web)
- ProSolv Cardiovascular System
- Provation
- Radiology Information System (RIS)
- Scriptpro (Outpatient Pharmacy System)
- SentrySuite (PFT system)
- TheraDoc
- 3M/Transcription System
- Viasys (3M)

Documents - Scanned medical record documents (consents, protocol consents, emergency response records, etc.)

Omnicell/PYXIS - Omnicell and PYXIS will be functional but ADT information will be delayed in updating. Please admit by hand per manual procedure. Medication orders entered or discontinued during the Downtime will be delayed in updating at the Omnicell cabinet and Anesthesia Workstations. Medication orders entered and verified by Pharmacy prior to the Downtime will be accessible from the cabinet. Emergency medications may be removed using the override process at the cabinet or **place a medication replacement request**.

Admission – During the interface delay, the patient’s previous preadmit, outpatient and inpatient visits may be visible when you do a patient search in CRIS. ***You must wait until the patient’s current visit is available in CRIS SCM before releasing orders or documenting.*** Demographic changes and admissions requested in ATV may be delayed in updating to CRIS until CRIS interfaces are fully operational.

New or re-admitted patient identification (Inpatient wristbands, and patient labels (admission)) will not print until the system is restored. Please use manual admission labeling procedures.

Transfers- During the interface delay, the patient’s CRIS location may not be transferred to their new location. Users can still document on the patient, but it will show up as the patient residing in their old location. For services, you must communicate with the Clinical Information systems departments (i.e. Dept. of Laboratory Medicine, Dept. of Transfusion Medicine, Phlebotomy, Nutrition, Pharmacy, Messenger and Escort) as to where the patient is actually located.

CRIS Interface Delay: (continued):

Discharges-You can enter and mark the Discharge Order task as done; however, the patient will remain on the unit's Patient List until the interfaces are fully operational.

POIS and SIS Web- You will be able to submit OR case requests while the interfaces are delayed; however, new preadmit and current patients may not be available in SIS Web until the interfaces are fully operational. During Business hours: Please call the front desk of the Operating Room (OR) if you need to schedule an OR case. If clinical documentation from POIS is needed please call the OR (Mon. - Fri. 7:00 am – 3:30 pm). After hours: Contact the DPM Surgical On call team via the page operator.

Lab specimens and label- Please do not send non-emergent orders on the manual ordering forms during this period. It is suggested that users enter non-emergent orders after the interfaces become fully operational. SoftID / SoftID.Tx Specimen Verification will display only active specimen collection orders entered prior to CRIS down.

- **Specimen Labels (generated from LIS via Zebra Printers) may not print out.** You may need to enter the CRIS order number on a patient label to send the specimen, also include Manual lab form. Labels will print when the interfaces are operational. Do not redraw these specimens.
- **Specimen Labels (generated from LIS via SoftID) may not print** for specimen collection orders entered **after** CRIS interfaces are down. You may need to enter the CRIS order number on patient labels to send the specimen, also include Manual lab form.

During downtime the Department of Laboratory Medicine will call the nursing units with stat results. The Department of Transfusion Medicine will call the nursing units when blood components are ready and with stat results.

SoftID / SoftID.Tx Transfusion Verification

Transfusion documentation entered in SoftID will cross over to CRIS once the interfaces are operational.

The Department of Clinical Research Informatics
(301) 496-8400

17. CRIS Interface Downtime:

Message to Page Operator:

There is/ will be a CRIS Interface Downtime (**give date and time if you know in advance**). CRIS is operational; however Admission, Discharge and Transfer (ADT) and transactions information from CRIS will not update or cross over to Clinical Information systems until the interfaces are operational. You will need to call Departments to communicate orders and obtain service.

Message to Systems Monitoring

Please include CC-DCRI External CRIS Down Notifications DL when opening conference line.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

There is/ will be a CRIS Interface Downtime (**give date and time if you know in advance**). CRIS is operational. Information entered in CRIS or Clinical Information Systems during the Downtime will queue up (back up) and not cross over to one another until the interfaces are operational. Admission, Discharge and Transfer (ADT) transactions from CRIS will not update or cross over to Clinical Information systems until the interfaces are operational.

Impacted Services/Applications:

CRIS system,
Transactions to/ from CRIS with Clinical Information systems
The Admission, Discharge and Transfer (ADT) system.
SoftID Specimen Collection and Transfusion Verification

Impacted Users:

All CRIS users and users of the other services listed above.

Expected Resolution:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

You will need to call Departments to communicate orders and obtain service.

You CAN enter orders, document, and retrieve information and print. Protocol information updates will not occur until the interfaces are operational. New patients will not cross from CRIS to the Clinical Information systems until the interfaces are up.

Orders entered in CRIS during the down will queue up (back up) and not cross over to the Clinical Information Systems. Results and documentation from the Clinical Information Systems will not cross over to CRIS until the interfaces are operational. The Clinical Information Systems include:

- Admission, Travel, Voucher (ATV) System
- SoftID
- AcuityPlus
- ARIA
- Crimson
- ECG system

- IDMS System
- Laboratory Information System (LIS) = Micro, Lab, Blood Bank, Anatomic Pathology
- NCI Labmatrix
- Nutrition System (CBORD)
- Omnicell
- Perioperative Information System (POIS and SIS Web)
- ProSolv Cardiovascular System
- Provation
- Radiology Information System (RIS)
- Scriptpro (Outpatient Pharmacy System)
- TheraDoc
- Transcription System (3M)
- Viasys (PFT)

Omnicell/PYXIS - Omnicell and PYXIS will be functional but ADT information will not be updated. Please admit by hand per manual procedure. Medication orders entered or discontinued during the Downtime will not be updated at the Omnicell cabinet and Anesthesia Workstations. Medication orders entered and verified by Pharmacy prior to the Downtime will be accessible from the cabinet. Emergency medications may be removed using the over ride process at the cabinet or **place a medication replacement request**.

Admission – During the interface downtime, the patient’s previous preadmit, outpatient and inpatient visits are visible when you do a patient search in CRIS. ***You must wait until the patient’s current visit is available in CRIS SCM before releasing orders or documenting.*** Demographic changes and admissions requested in ATV will not be updated until CRIS interfaces are operational.

New or re-admitted patient identification (Inpatient wristbands and patient labels (admission)) will continue to work even if the interfaces go down. Please use manual admission labeling procedures, if needed (note: Wristbands and patient labels now print from CRIS printing).

Transfers- During the interface downtime, the patient’s CRIS location will not be transferred to their new location. Users can still document on the patient, but it will show up as the patient residing in their old location. For services, you must communicate with the Clinical Information systems departments (i.e. Dept. of Laboratory Medicine, Dept. of Transfusion Medicine, Phlebotomy, Nutrition, Pharmacy, Messenger and Escort) as to where the patient is actually located.

Discharges- You can enter and mark the Discharge Order task as done; however, the patient will remain on the unit’s Patient List until the interfaces are operational.

POIS and SIS Web- are not available while the interfaces are down. You will not be able to submit OR case in SIS Web.

To request an emergency surgical procedure, please use NIH-2891 manual form.

During Business hours: Please call the front desk of the Operating Room (OR) if you need to schedule an OR case. If clinical documentation from POIS is needed please call the OR (Mon. - Fri. 7:00 am – 3:30 pm). After hours: Contact the DPM Surgical On call team via the page operator.

Lab specimens and label- Please do not send non-emergent orders on the manual ordering forms during this period. It is suggested that users enter non-emergent orders after the interfaces become operational. SoftID Specimen Verification will display only active specimen collection orders entered prior to CRIS down

- **Specimen Labels (generated from LIS via Zebra Printers) will not print out.** You must enter the CRIS order number on a patient label to send the specimen, also include Manual lab form. Labels will print when the interfaces are operational. Do not redraw these specimens.
- **Specimen Labels (generated from LIS via SoftID will not print** for specimen collection orders entered **after** CRIS interfaces are down. You must enter the CRIS order number on a patient label or Generic Patient Label to send the specimen, also include Manual lab form.

During downtime the Department of Laboratory Medicine will call the nursing units with stat results. The Department of Transfusion Medicine will call the nursing units when blood components are ready and with stat results.

Soft.TX Transfusion Verification

Transfusion documentation entered in SoftID will cross over to CRIS once the interfaces are operational.

The Department of Clinical Research Informatics
(301) 496-8400

Another template example:

REMINDER: CRIS Interface Downtime

Date:

Time: 8:00 pm -10:30 pm

Purpose: Upgrade

Event Details:

There will be a CRIS Interface Downtime tonight on Date & Time.

Information entered in CRIS or Clinical Systems during the downtime will queue up (back up) and not cross over to one another until the interfaces are operational.

Admission, Discharge and Transfer (ADT) transactions from CRIS will **not** update or cross over to clinical systems until the interfaces are operational.

Impacted Users:

Users of the service listed above.

Citrix users may experience a disruption in service.

CRIS will be operational during the Interface upgrade.

****You will need to call Departments to communicate orders and obtain service.****

Clinical Systems impacted by Interface Down include the following:

1. Admission, Travel, Voucher (ATV) System	6. Laboratory Information System (LIS) = Micro, Lab, Blood Bank, Anatomic Pathology, SoftID and SoftID.TX	
2. CRIMSON	7. CBORD	11. PACS & Radiology Information System (RIS)
3. ECG system	8. Omnicell	12. ScriptPro (Outpatient Pharmacy System)
4. IDMS System	9. POIS/ SIS Web	13. 3M/Transcription System
5. CDR	10. ProSolv Cardiovascular System	14. BD Cato

Information during the Downtime:

LABORATORY:

- During the downtime, Department of Laboratory Medicine (DLM) will call the nursing units with STAT and Critical results. Keep a written record of the results called back to the unit.
- A hard copy of downtime results will be delivered to PCU every 30 minutes via Messenger & Escort
- All samples with or without the barcode label should be accompanied by the DLM Ordering record that must be completely filled out (when LIS is down, DLM staff does not know what to run on samples).
- Please call the DLM, the Department of Transfusion Medicine (DTM) and the Laboratory of Anatomic Pathology to communicate orders and obtain service during the downtime.
- Once LIS is back up, SoftID for specimen collection and blood product transfusion will be active. (Do not recollect downtime orders.) If you have issues, trouble shoot with your super user, if still not resolved call DCRI help desk at 301-496-8400 to obtain contact with Barcode team.
- Barcode/ SoftID.PC / SoftID.Tx Transfusion Verification
Transfusion documentation entered in SoftID will cross over to CRIS once the interfaces are operational.

OMNICELL/PYXIS:

- Omnicell and PYXIS will be functional but ADT information will be delayed in updating. Please admit per manual procedure. Medication orders entered or discontinued during the Downtime will be delayed in updating at the Omnicell cabinet and Anesthesia Workstations. Medication orders entered and verified by Pharmacy prior to the Downtime will be accessible from the cabinet. Emergency medications may be removed using the override process at the cabinet or place a medication replacement request.

RADIOLOGY:

- Patient to bring a copy of order form to Radiology and follow up with phone call to department.

POIS and SIS WEB:

- Contact the DPM Surgical On call team via the page operator.

ADMISSION/DISCHARGE:

- During the interface delay, the patient's previous preadmit, outpatient and inpatient visits may be visible when you do a patient search in CRIS. You must wait until the patient's current visit is available in CRIS SCM before releasing orders or documenting. Demographic changes and admissions requested in ATV may be delayed in updating to CRIS until CRIS interfaces are fully operational. You can enter and mark the Discharge Order task as done; however, the patient will remain on the unit's Patient List until the interfaces are fully operational.
- New or re-admitted patient identification (Inpatient wristbands, and patient labels (admission)) will not print until the system is restored. Please use manual admission labeling procedures.
- Transfers- During the interface delay, the patient's CRIS location may not be transferred to their new location. Users can still document on the patient, but it will show up as the patient residing in their old location. For services, you must communicate with the ancillary departments (i.e. Dept. of Laboratory Medicine, Dept. of Transfusion Medicine, Phlebotomy, Nutrition, Pharmacy, Messenger and Escort) as to where the patient is actually located.

Expected Resolution:

Date & Time

Thank you,
Department of Clinical Research Informatics

18. CRIS ADT Interface Downtime:

Message to Page Operator:

There is/ will be a CRIS ADT Interface Downtime (**give date and time if you know in advance**). CRIS is operational; however Admission, Discharge and Transfer (ADT) and transactions information from CRIS will not update or cross over to Clinical Information systems until the interfaces are operational. You will need to call Departments to communicate orders and obtain service.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

There is/ will be a CRIS ADT Interface Downtime (**give date and time if you know in advance**). CRIS is operational; however Admission, Discharge and Transfer (ADT) and transactions information from CRIS will not update or cross over to Clinical Information systems until the interfaces are operational.

Impacted Services/Applications:

CRIS, and the Admission, Discharge and Transfer (ADT) system, as well as Protocol information from CRIS will not update or cross over to Clinical Information systems until the interfaces are operational.

Impacted Users:

All CRIS users and users of the service listed above.

Expected Resolution:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

CRIS is operational; however, the following occurs:

- **Admission** – During the ADT interface downtime, the patient's previous preadmit, outpatient and inpatient visits are visible when you do a patient search in CRIS. ***You must wait until the patient's current visit is available in CRIS SCM before releasing orders or documenting.***
- **Transfers**- During the ADT interface downtime, the patient's CRIS location will not be transferred to their new location. Users can still enter an order and document on the patient, but it will show up as the patient residing in their old location. For services, you must communicate with the Clinical Information systems departments (i.e. Dept. of Laboratory Medicine, Dept. of Transfusion Medicine, Phlebotomy, Nutrition, Pharmacy, Messenger and Escort) as to where the patient is actually located. The transfer and discharge orders/ requests will queue up (back up) in CRIS and then cross over when the ADT interface becomes operational.

CRIS ADT Interface Downtime: (continued)

- **Discharges**-You can enter and mark the Discharge Order task as done; however, the patient will remain on the unit's Patient List until the ADT interface is operational.
- **SoftID** – SoftID will be functional but ADT information will not be updated. Newly admitted patients will not display in SoftID; only currently registered patients will display in SoftID. Patients transferred to another location will display as residing in the former location until the ADT interface becomes operational.
- **POIS and SIS Web**- POIS and SIS Web will be functional but ADT information will not be updated. You will not be able to submit OR case in SIS Web until the ADT interfaces is operational. To request an emergency surgical procedure, please use NIH-2891 manual form. During Business hours: Please call the front desk of the Operating Room (OR) if you need to schedule an OR case (Mon. - Fri. 7:00 am – 3:30 pm). After hours: Contact the DPM Surgical On call team via the page operator.
- **Omnicell/PYXIS** - Omnicell and PYXIS will be functional but ADT information will not be updated. Please admit by hand per manual procedure. Medication orders entered or discontinued during the Downtime will not be updated at the Omnicell cabinet and Anesthesia Workstations. Medication orders entered and verified by Pharmacy prior to the Downtime will be accessible from the cabinet. Emergency medications may be removed using the over ride process at the cabinet or **place a medication replacement request**.
- **Scriptpro** (Outpatient Pharmacy) – for mail out prescriptions, please specify patient's current address in the delivery information section of the medication order.
- Protocol information updates will not occur until the interface is operational. New patients will not cross from CRIS to the Clinical Information systems until the interfaces are up.
- Demographic changes and admissions requested in ATV will not be updated until CRIS interfaces are operational.

You will need to call Departments to communicate orders and obtain service.

Thank you for your support,
The Department of Clinical Research Informatics
(301) 496-8400

19. CRIS Laboratory Interface Downtime:

Message to Page Operator:

Please announce the following on – (example below):

1. 4:30 pm.: "There will be a Laboratory Order/Result Interface Downtime tonight Wednesday, March 21, 2018 from 5:00 pm – 9:00 pm. CRIS will be operational; however you must call the Department of Laboratory Medicine, the Department of Transfusion Medicine and the Laboratory of Anatomic Pathology to communicate orders and obtain service during the downtime.
2. 5:00 pm: "There is a Laboratory Order/Result Interface Downtime tonight Wednesday, March 21, 2018 until 9:00 pm. CRIS is operational; however you must call the Department of Laboratory Medicine, the Department of Transfusion Medicine and the Laboratory of Anatomic Pathology to communicate orders and obtain service during the downtime.
3. 9:00 pm: Once called by Systems Monitoring please announce "The Laboratory Order/Result Interface maintenance is complete."

Note Systems Monitoring :

Please confirm acknowledgement of this email.

Tony Barnes will call Systems Monitoring (301 496-7525) to notify them when the Laboratory Order/Result Interface maintenance is complete.

Please send FOUR e-mail (Bcc) messages to the two CC Systems Notification and CC-ISD IE Notice:

1. When: Wednesday March 21, 2018
Time: 4:00pm
Subject Line: REMINDER
2. When: Wednesday March 21, 2018
Time: 5:00pm
Subject Line: NOW
3. When: Wednesday March 21, 2018
Time: 7:00pm
Subject Line: Continues
4. When: Wednesday March 21, 2018
Time: 9:00pm (once notified by Tony/designee)
Subject Line: Complete

E-Mail Message:

Subject: Include title, date, and time in subject line.

Event Details:

There will be a Laboratory Order /Result Interface Downtime.

CRIS will be operational during this time.

Impacted Services/Applications:

CRIS Lab Order / Result Interface with the Laboratory Information System (LIS).
SoftID & SoftID.TX systems

Impacted Users:

All CRIS users, and users of the service listed above.

Expected Resolution:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

- Please call the Department of Laboratory Medicine (DLM), the Department of Transfusion Medicine (DTM) and the Laboratory of Anatomic Pathology to communicate orders and obtain service during the downtime.
- Specimen labels will not print out if the order is entered during this downtime.
- Results from the LIS will not cross over to CRIS until the interfaces are operational.
- All samples with or without the barcode label should be accompanied by the DLM Ordering record that must be completely filled out (when LIS is down, DLM staff does not know what to run on samples).
- Once LIS is back up, SoftID for specimen collection and SoftID.Tx for blood product transfusion will be active. If you have issues, trouble shoot with your superuser, if still not resolved call DCRI help desk at 301-496-8400 to obtain contact with Barcode team.
- You CAN enter orders, document, and retrieve information and print; however, orders entered will queue up (back up) in CRIS and not cross over to the Laboratory Information System (LIS) = Micro, Lab, Blood Bank, Anatomic Pathology and SoftID .
- You must enter the CRIS order number on a patient label or Generic Patient Label to send the specimen.
- Orders that are entered during the downtime will be available in SoftID once the interfaces with LIS becomes operational. Do not redraw these specimens.
- Please do not send non-emergent orders on the manual ordering forms during this period.
- It is suggested that users enter non-emergent orders after the interface becomes operational.
- During the downtime, DLM will call the nursing units with STAT and Critical results. All DLM results will be delivered to Patient Care Nursing Unit every 30 minutes through Messenger and Escort during downtime. Keep a written record of the results called back to the unit.
- Blood components issued will display in SoftID /SoftID.Tx Transfusion Verification.
- Transfusionists are to follow Nursing Procedures and Standards of Practice: Blood Product Administration -Appendix F: Downtime Procedure at http://intranet.cc.nih.gov/nursing/practicedocs/procedures_pdf/PRO_Blood_Products_Admin_App_E.pdf

Thank you for your support,
On behalf of Department of Laboratory Medicine

20. Laboratory Information System (LIS) Downtime:

Message to Page Operator:

There is/ will be a Laboratory Information System Downtime (**give date and time if you know in advance**). All lab specimens should be accompanied with a manual ordering record which is sent to the Department of Laboratory Medicine (DLM), or the Department of Transfusion Medicine (DTM). Use patient labels or Generic Patient Labels if necessary.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

There will be a Laboratory Information System (LIS) Downtime.

Please call the Department of Laboratory Medicine (DLM), the Department of Transfusion Medicine (DTM) and the Laboratory of Anatomic Pathology to communicate orders and obtain service. Please enter all desired lab orders for <DATE> in advance if possible to prepare for this downtime.

Important Note: Lab specimen must be accompanied by the appropriate manual ordering record noted below. This is due to the fact that the lab instruments cannot read the barcode label attached to the specimen during the LIS down.

CRIS will be operational during this time.

Impacted Services/Applications:

The Laboratory Information System (LIS).
SoftID

Impacted Users:

All users of the service listed above.

Expected Completion of upgrade:

<enter date>

Additional Information:

For **emergent lab orders**, the following must be **completed** prior sending the specimen and manual forms to the lab:

- 1. Ordering Records** for Department of Laboratory Medicine, Transfusion Medicine and/ or Anatomic Pathology **AND**
- 2. The CRIS order number** entered on a patient label or Generic Patient Label.
Lab will not be able to process if this not included.

Laboratory Information System (LIS) Downtime: (continued)

Send to Department of Laboratory Medicine (DLM) or Department of Transfusion Medicine (DTM).

The following information must be included on the manual form:

1. Patients Full Name
2. Date of Birth
3. Collected date and time
4. Medical record number
5. Patient location, e.g. patient care unit
6. Protocol number
7. LIP printed name and signature
8. LIP telephone/pager

CRIS

- You CAN enter orders, document, and retrieve information and print; however, orders entered will queue up (back up) in CRIS and not cross over to the Laboratory Information System (LIS) which includes the following: Micro, Lab, Blood Bank, and Anatomic Pathology.
- Results from the LIS, will not cross over to CRIS until the LIS system is operational.

SoftID

SoftID is operational; however, NO NEW Lab Orders will cross over to SoftID once LIS goes down after <enter time>.

- You may continue to use SoftID but please use all available information (e.g., Medical Care Plan, written orders) to confirm completeness of requested orders. **Orders that do not display in SoftID must be collected using downtime procedure.** Collection status will update once LIS is operational.
- Lab orders entered during downtime will display in SoftID when LIS becomes operational. **Do not redraw these specimens.**
- A Typenex Barcode label and a patient label or Generic Patient Label are required for Type and Antibody Screen. Date and initials of phlebotomist are required on label.
- Typenex expiration date can be confirmed in CRIS or calling DTM.
- Transfusion Verification will not be operational; downtime procedures are to be used for blood product administration.
- Specimen collection status will be updated in SoftID when LIS becomes operational.

Care Provider Instructions:

- Blood Pickup Service Requests will print in DTM. During downtime DLM and DTM will call the nursing units with stat results.
- Blood components issued during the LIS Downtime will not display in SoftID. Transfusion Verification. Transfusionists are to follow Nursing Procedures and Standards of Practice: Blood Product Administration - Appendix D: Downtime Procedure at http://intranet.cc.nih.gov/nursing/practicedocs/procedures_pdf/PRO_Blood_Products_Admin_App_E.pdf
- Stat lab results will be called to the patient care units/ areas.
- All lab results will be delivered to the patient care units every 30 minutes.
- Please do not send non-emergent orders on the manual ordering forms during this period. It is suggested that users enter non-emergent orders after the interface becomes operational.

21. CRIS Printing Downtime:

Message to Page Operator:

Present tense: The CRIS Printing system is down. CRIS is operational. Please call Departments to communicate the orders and obtain service.

Message to Systems Monitoring: Please include CC-DCRI External CRIS Down Notifications DL when opening conference line.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

CRIS Printing is down. CRIS is operational.

Impacted Services/Applications:

CRIS Printing.

Impacted Users:

All CRIS users.

Expected Resolution:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

CRIS will be operational during this time; however, transactions entered in CRIS will not print out in the form of requisitions.

You may enter orders and the orders will be retrievable in CRIS. The printing of the order requisitions will queue up (back up) in CRIS until the printing system becomes operational.

Inpatient wristbands will print in Admissions. SoftID Specimen Labels and generic labels will print out.

You will need to call Departments to communicate the orders and obtain service.

Please implement downtime procedures to blood bank for all blood component orders and blood pick up service requests.

During the printing downtime, the following will not print:

- Patient Labels
- Pharmacy Labels/ Medication orders in Pharmacy,
- Order Requisitions (all orders)
- Reports (e.g. Medical care plans)
- Admissions requests entered in the Admission/Travel/Voucher (ATV) request system

CRIS Printing Downtime: (continued):

As noted, medication order entry is available, but delays in order/label generation in Pharmacy will occur.

During the printing downtime, Pharmacy will not fill new orders unless they are notified.

Please call Pharmacy for urgently needed medication.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

22. CRIS Printing Delay/ Printing interruption:

Message to Page Operator:

Present tense: There is a delay in CRIS Printing. CRIS is operational. Please call Departments to communicate the orders and obtain service.

IMPORTANT MESSAGE To Systems Monitoring:

Please include CC-DCRI External CRIS Down Notifications DL when opening conference line.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details: CRIS Printing is delayed (experiencing an interruption). **CRIS is operational during this time;** however, transactions entered in CRIS are delayed in printing out.

Impacted Services/Applications:

CRIS Printing.

Impacted Users:

All CRIS users, and users of the service listed above.

Expected Resolution:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

You will need to call Departments to communicate the orders and obtain service. Please implement back up procedures to blood bank for all blood component orders and blood pick up service requests.

You may enter orders and the orders will be retrievable in CRIS. The printing of the order requisition has queued up (back up) in CRIS and the following printouts are delayed:

- Patient Labels
- Pharmacy Labels/ Medication orders in Pharmacy,
- Order Requisitions (all orders)
- Reports (i.e. Medical care plan)
- Admissions requests entered in the Admission/Travel/Voucher (ATV) request system.

As noted, medication order entry is available, but delays in order/label generation in Pharmacy will occur.

During the delay in printing, Pharmacy will not fill new orders unless they are notified.

Please call Pharmacy for urgently needed medication.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

23. ECG System Downtime

Message to Page Operator:

The ECG System is currently down. ECG services will still be performed during this time. Orders entered in CRIS during the down will queue up (back up) and cross over into the ECG system when the interfaces are fully operational. Results and documentation from the ECG system will not cross over to CRIS until the interfaces and ECG System are fully operational. IMPORTANT

IMPORTANT MESSAGE To Systems Monitoring

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 4 different DLs:

1. CC Systems Notification,
2. CC-ISD IE Notice
3. CCAFFSTAFF-L@LIST.NIH.GOV
4. CCMEDSTAFF-L@LIST.NIH.GOV

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

There will be an ECG System down on <Enter date/ time>. ECG services will still be performed during this time. Orders entered in CRIS during the down will queue up (back up) and cross over into the ECG system when the interfaces are fully operational.

Results and documentation from the ECG system will not cross over to CRIS until the interfaces and ECG System are fully operational.

Impacted Services/Applications:

ECG System

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

Continue with current process to obtain service.

ECG results will post in the normal 24 hour turnaround period.

Results needed for "stat" ECG's during the down will follow the current practice of calling the Heart Station (301 496-3050).

Thank you for your support,
The Department of Clinical Research Informatics
(301) 496-8400

24. E-mail Downtime/ NIH Email Service Downtime:

Message to Page Operator:

Downtime message: “The NIH Email Service is presently unavailable for use. Attempts to resolve this issue are currently in progress.”

Operational Message once notified by Systems Monitoring: “NIH Email Service is available for use.”

IMPORTANT MESSAGE To Systems Monitoring

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:

- 1) CC Systems Notification
- 2) CC-ISD IE Notice
- 3) CC Staff

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details: The NIH Email Service is presently unavailable for use. Attempts to resolve this issue are currently in progress.

Impacted Services/Applications: The NIH Email Service.

Impacted Users: Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter “There is no current estimated time of resolution”.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

STOP: Do not send following information (INTERNAL FOR DCRI ONLY) -See next page for additional information:

[E-mail Downtime/ NIH Email Service Downtime:](#) (continued):

Additional information: (For INTERNAL USE ONLY).

CRIS Status Screen: Systems Monitoring or designee update message stating:
“The NIH Email Service is down”. Please update the Status/ Hello screen message once operational.

Processes to follow:

- Systems Monitoring to notify User Support Team by either cell phone or pager.
- Once notified UST will deploy to the Office of the Director Offices and assigned units/ areas.
- Tier I Support/ Designee to call Patient care areas informing them of email Downtime.

System Admin’s internal operating process when NIH email is down includes:

1. Verify that email is delayed or down by contacting CIT by phone.
2. Find out who (internal and/or external) and what services are affected.
 - a. Is BlackBerry mail affected,
 - b. Is all mail affected or is it an intermittent issue,
 - c. Which Exchange server is affected?
3. Call Systems Monitoring and inform them of the situation.
4. Systems Monitoring to notify UST Supervisor either by pager or cell phone
5. UST team to deploy to their user areas. (Included in downtime policy).

25. Internet Access Downtime (Loss of access and SIS Web):

Message to Page Operator:

Present tense:

“Internet access is down, therefore access to the POIS and SIS Web are unavailable. CRIS is operational. Please call the specific patient care or diagnostic testing areas to schedule appointments. Please call the front desk of the Operating Room (OR) if you need to schedule an OR case.”

E-Mail Message:

Subject: Include title, date, and time in subject line.

Event Details:

Internet access is down, therefore access and SIS Web will not be available for _____ minutes.

Impacted Services/Applications:

and SIS Web.

Impacted Users: Users of the service listed above.

Expected Resolution Time: Enter date/ time OR enter “There is no current estimated time of resolution”.

Additional Information:

CRIS will be operational during this time.

Please call the specific patient care or diagnostic testing areas to schedule emergent appointments. Please call the front desk of the Operating Room (OR) if you need to schedule an OR case or to get a copy of the current OR schedule.

Also IDMS Item Info in CRIS may not be available.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

26. Omnicell Interface Downtime:

Message to Page Operator:

Present tense:

“The Omnicell Interface is down. Omnicell is operational but new orders will not be available from the cabinet. Please use the override process if needed or place a med replacement request.”

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Attention Omnicell Users:

Event Details:

On enter date/ time, Omnicell upgrade / maintenance will occur.

Impacted Services/Applications:

Omicell and its interface with other application(s).

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter “There is no current estimated time of resolution”.

Additional Information:

- Omnicell cabinets and Anesthesia Workstations will be functional but ADT information will not be updated. Please admit per manual procedure.
- Medication orders entered or discontinued during the Downtime will not be updated at the Omnicell cabinet. Medication orders entered and verified by Pharmacy prior to the Downtime will be accessible from the cabinet. Emergency medications may be removed using the override process at the cabinet or **place a med replacement request.**

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

27. Event Reporting System Downtime (STARS)

Message to Page Operator:

Present tense:

“The Event Reporting System (STARS) is unavailable for use until Enter time”

E-Mail Message:

Event Details:

The Event Reporting System (STARS), is unavailable at this time.

Impacted Services/Applications:

Event Reporting System

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

“There is no current estimated time of resolution”.

Additional Information:

To report events during this downtime, please use the Patient Safety Hotline by calling 1-866-444-8811.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

28. Outlook – Intermittent interruption in accessing PST folders

Message to Page Operator:

Present tense:

“Intermittent System interruption has been reported for accessing your .PST folders in OUTLOOK
Please note that DCRI engineers are aware of the issue and working to resolve. You may need to close and restart all mail enabled applications.”

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:

- 1) CC Systems Notification
- 2) CC-ISD IE Notice
- 3) CC Staff

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Intermittent System interruption in accessing .pst folders in Outlook

Event Details:

Intermittent System interruption has been reported for accessing your .PST folders in OUTLOOK

Please note that DCRI engineers are aware of the issue and working to resolve. You may need to close and restart all mail enabled applications (e.g. Outlook).

Impacted Services/Applications:

Outlook .pst folders

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter “There is no current estimated time of resolution”.

Additional Information:

None.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

29. Messenger and Escort Printing Downtime

IMPORTANT MESSAGE To Systems Monitoring:

Overhead announcement ONLY

Do not send email notification

Situation: If Messenger and Escorts (M& E) printer is not functioning properly or service request printouts are not occurring in the M & E area; staff from M & E will call Systems Monitoring and request the that an Overhead announcement is made.

Overhead message will occur every15 minutes for the first hour and then every 30 minutes for the second hour and then hourly until printing is functioning in Messenger and Escort Area.

Message to Page Operator:

Present tense:

“Presently if you require Messenger and Escort services, please call in all requests to the Messenger and Escort CRIS Downtime phone line (301) 496-0094”

30. [MobileIron \(Mobile Device Management System\) Service Interruption](#)

Message to Page Operator:

No message is overhead paged

IMPORTANT MESSAGE To Systems Monitoring:

Please note that email notification needs to be sent to ONE specific DL:

CC-Mobile Devices Service Notification

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

- There will be/ is an interruption of NIH email on Clinical Center managed Apple and Android phones and tablets on Enter date/ time.
- This interruption affects the MobileIron Servers.
- Patient Call System: Zebra phones only.

Environmental Services (EVS) and Respiratory Therapy will need to be called.

The users will be still able to use their zebra phones to call and receive calls from other 10-digit numbers.

Impacted Services/Applications:

- NIH email on Apple and Android phones and tablets.
- CRIS Mobile.

Impacted Users:

- Staff with Apple or Android mobile devices (phones and tablets) managed by the Clinical Center mobile device management system, MobileIron.

Expected Resolution:

Enter date/ time OR enter "There is no current estimated time of resolution".

Thank you,
Department of Clinical Research Informatics

31. NIH Clinical Center Network (Generic) Delay:

Message to Page Operator:

Present tense:

“The NIH Clinical Center Network is experiencing a delay in accessing network resources and processing your request. If the Network goes down, you will lose access to CRIS, Wireless, Internet & Intranet network connectivity. Notification will be made to begin using CRIS downtime procedure.”

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:

- 1) CC Systems Notification
- 2) CC-ISD IE Notice
- 3) CC Staff

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

On enter date/ time, the NIH Clinical Center (CC) Network is experiencing a delay in accessing network resources and processing your request. If the Network goes down, you will lose access to CRIS, **Wireless**, Internet & Intranet network connectivity. Notification will be made to begin using CRIS downtime procedure.

Impacted Services/Applications:

The NIH Clinical Center Network and network applications.
Access to CRIS on all devices

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter “There is no current estimated time of resolution”.

Additional Information:

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

32. NIH Clinical Center Potential Network Downtime/ Network Connectivity Issues (Intermittent Problems):

Message to Page Operator:

Present tense:

“The NIH Clinical Center Network is experiencing network connectivity issues. If the Network goes down, you will lose access to CRIS, Wireless, Internet & Intranet network connectivity. Notification will be made to begin using CRIS downtime procedure.”

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:

1. CC Systems Notification
2. CC-ISD IE Notice
3. CC Staff

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details: On enter date/ time, network connectivity issues have been reported for the NIH Clinical Center (CC) Network. Users may experience intermittent problems connecting to the CC Network and CC resources (email, CRIS etc).

Impacted Services/Applications:

The NIH Clinical Center Network and network applications.
Access to CRIS on all devices

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter “There is no current estimated time of resolution”.

Additional Information:

If service disruptions continue and the network goes down, notification will be made when to begin using CRIS Downtime procedure.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

33. NIH Network Downtime:

Message to Page Operator:

Present tense:

"The NIH Network is down. Please use downtime procedures as access to CRIS, Wireless, Internet & Intranet network connectivity will be unavailable.

IMPORTANT MESSAGE To Systems Monitoring:

- 1) PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:
 - 1) CC Systems Notification
 - 2) CC-ISD IE Notice
 - 3) CC Staff
- 2) Also, we will need to determine how to get the ICU their CDV report (Discuss with DBA).
- 3) Please include CC-DCRI External CRIS Down Notifications DL when opening conference line.

E-Mail Message:

Subject: Include title, date, and time in subject line.

Event Details: On enter date, the NIH Network is/ will be down. During the service disruption, please begin using CRIS Downtime procedure when instructed.

Impacted Services/Applications:

The NIH Network.

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

Starting at enter time. Areas will lose access to CRIS, Wireless, Internet & Intranet network connectivity for approximately _____ (hours/ minutes). The Internet & Intranet in these areas will experience a Downtime, please use CRIS Downtime Procedure.

- You will not have access to CRIS on all devices.
- **Important Note:** You will need to write the ordering protocol for each order on the manual order forms listed below (e.g. For labs to DLM/ DTM use the Department of Laboratory Medicine Ordering Record form or Transfusion Medicine Ordering Record form).
- Medication Administration (KBMA and/or eMAR) will be unavailable for use.
- You will not have access to ATV.
- You can NOT enter orders, document, print or retrieve information in CRIS.
- Please do not send non-emergent orders on the manual ordering forms during the Downtime period.
- Please wait and enter non-emergent orders in CRIS after CRIS becomes operational.
- SoftID will be unavailable in the affected areas (use SoftID downtime procedure).
- You cannot use Cisco VoIP phones for inbound or outbound calls. Please use Red Phones or the Page Operator to communicate urgent information.

- Please do not log on until notified.

Omnicell and PYXIS will be functional but ADT information will not be updated. Please admit by hand per manual procedure. Medication orders manually placed or discontinued during the Downtime will not be updated at the Omnicell cabinet. Medication orders entered and verified by Pharmacy prior to the Downtime will be accessible from the cabinet. Emergency medications may be removed using the over ride process at the cabinet.

POIS and SIS Web- are not available during the down. You will not be able to submit OR case in SIS Web. To request an emergency surgical procedure, please use NIH-2891 manual form. During Business hours: Please call the front desk of the Operating Room (OR) if you need to schedule an OR case. If clinical documentation from POIS is needed please call the OR (Mon. - Fri. 7:00 am – 3:30 pm). After hours: Contact the DPM Surgical On call team via the page operator.

Enterprise Scheduling is not available for use. To request a patient appointment, please use form NIH 2955, Electronic Appointment Request Downtime form, and deliver to the area where the appointment is being requested.

You will need to call Departments to communicate the orders and obtain service and/or use manual ordering as identified by the department.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

34. Network (CC and NIH) Maintenance Impacting CRIS, Interfaces Downtime & Clinical/ Non-Clinical Applications Service Interruption > 120 minutes (includes Sundown)

Purpose: Network Maintenance (CC & NIH)

Date:

Time:

Location:

Event Details:

CRIS: CRIS on all devices will be unavailable for use.

DCRI plans to provide CRIS Sundown approximately 90 minutes after CRIS (CRIS Sunrise) is taken off line. During the service disruption, please begin using CRIS Downtime procedure.

Citrix: Citrix access may experience a disruption in service.

Clinical and Non-Clinical Applications:

Also, you may experience an intermittent loss of network connectivity to other network resources during this period.

Some Clinical and Non-Clinical Applications will be down (see table below).

We would want to include additional systems if this is encompassing all of the clinical and non-clinical information systems

Clinical and Non-Clinical Applications that will be DOWN			
ANSOS-PROD	EIS WEB	Perioperative Information System (POIS and SIS Web)	Theradoc
BTRIS	Internal Web servers	QDX	Visual Supply Catalog
Nutrition System (CBORD)	Lawson	SOFIE	
CLINWEBAPP	Occurrence Reporting System (ORS)	SoftMed 3M: 3M/Transcription ChartView	
DASHBOARD	OFM	TeamTrack Clarity	

CRIS Downtime, Interface Downtime & Clinical/ Non-Clinical Applications Service Interruption > 2 hours (includes Sundown) (continued)

Interfaces:

Transaction information between Clinical Systems will not update or cross over to Clinical Information systems until the interfaces are operational.

The Clinical Information Systems include but not limited to:

Clinical Information Systems Impacted by Interface Down		
Admission, Travel, Voucher (ATV) System	Laboratory Information System (LIS) = Micro, Lab, Blood Bank, Anatomic Pathology, SoftID , SoftID.Tx	Scriptpro (Outpatient Pharmacy System)
CRIMSON	Omnicell	Transcription System
ECG system	POIS/ SIS Web	CDR
IDMS System	ProSolv Cardiovascular System	CCSQL
BD Cato		

Impacted Users:

Users of the service listed above.

Citrix users may experience a disruption in service.

Expected Resolution Time:

Additional Information:

DCRI plans to provide CRIS Sundown approximately 90 minutes after CRIS (CRIS Sunrise) is taken off line. CRIS Sundown is a copy of the current CRIS Sunrise with view only and printing capabilities.

Data entered in CRIS prior to <enter date and time> can be viewed by selecting the CRIS Sundown icon via Citrix (<https://cccasper.cc.nih.gov>).

Please note if you are disconnected from Citrix please attempt to reconnect.

CRIS Downtime, Interface Downtime & Clinical/ Non-Clinical Applications Service Interruption > 2 hours (includes Sundown) (continued)

You will be informed when the CRIS Sundown application is made available to view and print patient's data. For more information about CRIS Sundown see below.

During the CRIS (CRIS Sunrise) Downtime:

- Please begin using Downtime (manual) procedures.
- You will not have access to CRIS.
- You can NOT enter orders, document, print, schedule/modify/cancel patient appointments or retrieve information in either system.
- You cannot admit, transfer or discharge a patient in CRIS until it becomes operational. Inpatient wristbands or patient labels will not printout.
- Specimen Labels may or may not print out. Use patient labels or Generic Patient Labels. Please verify all labs are collected based on available information (medical care plan, lab form etc).
- Clinical Information Systems such as: SoftID , SoftID.Tx, ECG, IDMS, LIS, Omnicell, PYXIS, & more will be operational but results will not cross over to CRIS.
- ATV is not operational, use NIH-54 manual form.
- POIS and SIS Web is not operational for requesting emergency surgical procedures, please use NIH-2891 manual form.
- Enterprise Scheduling is not available for use. To request a patient appointment, please use form NIH 2955, Electronic Appointment Request Downtime form, and deliver to the area where the appointment is being requested.
- SoftID will display only active orders for both specimen collection and transfusion verification entered prior to CRIS down. Please use all available information (e.g., Medical Care Plan, written orders) to determine what specimens should be collected and/ or products transfused. Collection status and transfusion information (e.g. vital signs and transfusion report) will update once CRIS is operational.
- Omnicell and PYXIS will be functional but ADT information will not be updated. Please admit by hand per manual procedure. Medication orders manually placed or discontinued during the Downtime will not be updated at the Omnicell cabinets and Anesthesia Workstations. Medication orders entered and verified by Pharmacy prior to the Downtime will be accessible from the cabinet. Emergency medications may be removed using the override process at the cabinet.
- Please do not send non-emergent orders on the manual ordering forms during the Downtime period.
- Please wait and enter non-emergent orders in CRIS after CRIS becomes operational.

You will need to call Departments to communicate the orders and obtain service and/or use manual ordering as identified by the department.

For Messenger and Escort, you will need to call all transport requests to the Messenger and Escort's CRIS Downtime phone line **(301) 496-0094**.

Lab results will be delivered manually to inpatient and day hospital units while CRIS is down.

Emergent Lab Order, Please Follow This Procedure:

1. Send the specimen to the lab with the appropriate completed (**Patient Identifiers, Location, Phone Number, Protocol Number, Tests Requested, LIP Name and Signature**) manual Department of Laboratory Medicine Ordering Record form or Transfusion Medicine Ordering Record form.
2. Do not enter Emergency Orders into CRIS. The Lab will enter the orders on their end.
3. Keep a written record of the results called back to the unit.

All Other Emergent Orders Follow the Defined Manual Ordering Process by Service
(Pharmacy, Imaging Services, Transfusion Medicine, Respiratory Care, Nutrition and All Other Clinical Services)

What you can do when CRIS Sundown is available:

You can View and Print CRIS data/ information ONLY that was entered in CRIS up to 1 hour prior to the scheduled downtime.

- For more information about CRIS Sundown please refer to the resource handout found at http://cris.cc.nih.gov/cristraining/documents/CRIS_Sundown_FAQ.pdf

What you can do when CRIS is available:

- Follow the downtime procedure concerning orders and clinical documentation reentry into CRIS.

You will need to call Departments to communicate the orders and obtain service and/or use manual ordering as identified by the department.

For assistance during or post the CRIS Downtime call 301 496-7525

Thank you for your support,

The Department of Clinical Research Informatics

35. Nutrition System (CBORD) Downtime

Message to Page Operator:

“The Nutrition System (CBORD) will be down beginning at <time>. CRIS is Operational. You will continue to enter all nutrition orders in CRIS and call the Nutrition Department to communicate emergent orders and obtain service. Thank you.”

E-Mail Message:

Subject:

Include title, date, and time in subject line.

CC: CBORD notifications

NUTR_fsmgrs@mail.cc.nih.gov

Nutr_ochief@mail.cc.nih.gov

Date:

Time:

Purpose: Nutrition System (CBORD) Application Upgrade

Events Detail:

On < Enter date/ time >, the Nutrition Department will perform a computer system upgrade to the CBORD application. As the CRIS System is operational, please continue to enter all Nutrition Orders into CRIS.

While CBORD is down, the CRIS/CBORD interface will be down. The Nutrition Department will use CRIS to verify current patient information such as diet orders and will follow Nutrition CBORD downtime procedures. For urgent Special Nutrition Requests, after entering in CRIS, please contact the Nutrition Call Center (Nursing Line) at 301-496-2390.

Impacted Services/Applications:

Nutrition System (CBORD)

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter “There is no current estimated time of resolution”.

Additional Information:

Please review the following process during the CBORD downtime:

For Patient Room Service Meals: When CBORD is down during normal Room Service hours (6:30 am to 7:00 pm), patients may continue to place orders via the Nutrition Call Center (Room Service) at 301-451-3663. The Nutrition Department, however, will be processing meal orders manually. Please anticipate slight delays in placing an order or an increased wait time to speak with a call center representative. **When CBORD is down after normal Room Service hours (7:00 pm to 6:30 am) the impact is limited. The Nutrition Department will be unable to view patient meal order or any other CBORD related information until service is restored.**

Nutrition System (CBORD) Downtime (Continued)

For Non-Room Service Meals (i.e., Behavioral Health units, non-English patients and highly restricted diets):

Standard procedure - Every patient's menu must be received in the Nutrition Department one day before the meal period, no later than 12 noon. If no menu is received, a house diet will be given.

Should you have any concerns, please contact the Nutrition Department Call Center at 301-496-2390 (nursing line).

Please refer to the attachment/ flyer for more information concerning the down.

Thanks for Your Cooperation and Patience,

.

36. Perioperative Information System (POIS) Downtime:

Message to Page Operator: No message announced overhead. DEPARTMENT OF PERIOPERATIVE MEDICINE (DPM) sends internal announcement.

CRIS Status Screen: Systems Monitoring or designee_update message stating "POIS is down".

Systems Monitoring or designee inform DPM via email to CC-ISD IE Notice DL and CC-DCRI CRIS DBA Do not send to CC Systems Notification DL.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

On enter date / time, the Perioperative Information System (POIS) will be unavailable.

Impacted Services/Applications:

Perioperative Information System (POIS).

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

Please use the Department of Perioperative Medicine (DPM) POIS Downtime procedure.

CRIS will be available during that time.

_Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

37. Perioperative Information System (POIS) Interface Downtime:

This includes: Only QDX, SISBot, SISgate, SISrepBot

If all interfaces down then send CRIS Interface downtime message

Message to Page Operator: **No message.** Department of Perioperative Medicine (DPM) sends internal announcement

CRIS Status Screen: No message.

Systems Monitoring or designee inform DPM via email to CC-ISD IE Notice DL.

Do not send to CC Systems Notification DL.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

On Enter date/ time, there is an Interface down to POIS.

Impacted Services/Applications:

Perioperative Information System (POIS), QDX, SISBot, and SISgate.

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

ADT information will not be updated in SISWeb. Please use the Department of Perioperative Medicine's Downtime procedure.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

38. Point of Care (POCT) Testing

Point of Care Testing (POCT) Upgrade

When: DATE

Time: TIME FRAME

Event Details:

There will be POCT down time for all the POCT devices including Glucose Meters, Creatinine Meters and iStat DATE starting at TIME. During the upgrade, you can use the devices, but the results will not cross to CRIS until activities are completed. Make sure you document your result at the time or select the “Review” key on the meter to look at the archived results.

Impacted Services/Applications:

iSTAT (used in the DPM/OR, the Cath Lab, and Critical Care Department)

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Date / Time

Thank you for your support,
The Department of Clinical Research Informatics (301) 496-8400

39. Printing / General Printing Interruption (CC0pprint1 and CC0pprint2)

Message to Page Operator:

Present tense: There currently is a partial interruption with general printing. CRIS Printing is operational. Your ability to print from local applications such as Outlook or Word may be affected. Please note that DCRI engineers are aware of the issue and are working to resolve.

IMPORTANT MESSAGE to Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:

- 1) CC Systems Notification
- 2) CC-ISD IE Notice
- 3) CC Staff

Please include CC-DCRI External CRIS Down Notifications DL when opening conference line.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

There currently is a partial interruption with general printing. **CRIS Printing is operational.** Your ability to print from local applications such as Outlook or Word may be affected. Please note that DCRI engineers are aware of the issue and are working to resolve.

Impacted Services/Applications:

General Printing.

Impacted Users:

Users with printers mapped to the affected print server(s).

Expected Resolution:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

You will need to call Departments to communicate the orders and obtain service if affected by the printing interruption.

During the printing interruption, printing from your desktop may be affected from applications such as:

- Word
- Outlook
- Excel
- Web Browser (e.g. Internet Explorer, Mozilla, Firefox)

40. Provation:

Message to Page Operator:

The Provation System will be unavailable for use Date from time - .
CRIS is operational during this time.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

On enter date/ time, the Provation System will be unavailable.

Impacted Services/Applications:

Provation application through Citrix.

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

During this time, you will not have access to the Provation System application through Citrix. **CRIS will be operational.**

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

41. QuadraMed Acuity Plus System

Message to Page Operator:

The QuadraMed AcuityPlus System will be unavailable for use Date from time - .
CRIS is operational during this time.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

On enter date/ time, the QuadraMed AcuityPlus System will be unavailable.

Impacted Services/Applications:

QuadraMed AcuityPlus application through Citrix.

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

During this time, you will not have access to the QuadraMed AcuityPlus application through Citrix.

CRIS will be operational.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

42. Radiology Information System (RIS) Downtime:

Message to Page Operator:

“The Radiology Information System (RIS) will be unavailable for use enter date/ time
During the RIS downtime, please contact the **On Site Radiology Technologist** via the **Page Operator** to schedule a stat exam or to obtain service. Radiology's PACS is operational.”

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

On enter date/ time, the Radiology Information System (RIS) will be unavailable.
During the RIS downtime, you will have access to CRIS.

- Information entered in CRIS during the RIS Downtime will queue up (back up) and not cross over until RIS is operational.
- New Radiology Orders entered in CRIS during the downtime will not update until the RIS is operational.
- New Radiology Reports will NOT be available in CRIS until the RIS is operational.
- Radiology's PACS and RadLite will remain operational.

****IMPORTANT **** Please call the **On-Site Radiology Technologist** either via the **Page Operator** or **directly at pager # 102-1RADS (17237)** to schedule any Radiology procedures during the RIS downtime AND send a CRIS/ Radiology Downtime order with your patient during this time period.

Impacted Services/Applications:

The Radiology Information System (RIS) and CRIS

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter “There is no current estimated time of resolution”.

Additional Information:

- New Radiology orders still need to be entered into CRIS but as noted above the orders will be delayed in reaching the RIS.
- Images will be available in PACS and RadLite

Thank you for your patience,

The Department of Clinical Research Informatics and ^{[[1]]}_{SEP}The Department of Radiology and Imaging Sciences
(301) 496-8400

43. RADPACS (CCPACS) System Downtime:

Message to Page Operator:

The Radiology PACS will be unavailable for use Date from time - .

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

The Radiology PACS (radpacs) will be unavailable for use Date from time - .
CRIS and Radiology Information System (RIS) will be operational.

Impacted Services/Applications:

Radiology PACS (radpacs).

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

The Radiology PACS (radpacs) is not available during the downtime.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

44. RTLS (Patient Call System)

Notification Process:

I. Planned Outages Patient Call System:

- All planned outage to Zebra phones, the Rauland (R5) system, RTLS, Interface, and ADT will be reviewed and approved by the TRB
- Systems Monitoring will be responsible for communicating to “CC-NURS Leadership” Outlook DL using the standard Downtime template.
- Before midnight and after 6am; Page Operator is required

II. Unplanned Outages Patient Call system:

- Outages to the Patient Call System will be called into DCRI Systems Monitoring (6-8400)
- Systems Monitoring will be responsible for communicating the outage
 - Outages affecting more than 1 unit; alert Executive DCRI leadership on-call
 - Send email communication to “CC-NURS Leadership” Outlook DLAdditional communications should be sent in the following order - AC, ICU, 1NW, 3NE , 3NW, 5NW, and all units

RTLS DOWNTIME

Date:

Time:

Purpose: Maintenance

Event Details:

There is a planned RTLS database server reboot which will occur tonight starting at ___ and last for approximately ___ minutes.

During the reboot, RTLS devices will not cancel patient call notifications or display the visual indicator on the corridor light. Additionally, RTLS badges cannot be assigned in the R5 system during this time.

Patient calls will continue to ring to the zebra phones and the nurse console device based on the call escalation.

Impacted Users:

All nursing units, 1:1 sitters that are issued RTLS Badges thru SWP

Expected Resolution:

Patient Call System Reboot

Date:

Time:

Purpose: Maintenance

Event Details:

There is a planned Patient Call System reboot which will occur DATE between 9:00 am and 9:10 am.

During the reboot window, there will be a brief outage of about 5 minutes where no Patient Call functions will be in service. Items affected by the outage:

- Zebra phones -- Zebra to Zebra 4-digit calls
- Nurse consoles at the nurses' stations
- Workflow terminals
- Dome lights
- Code Blue and Staff Assist
- Pillow speaker

Environmental Services (EVS) and Respiratory Therapy will need to be called.

The users will be still able to use their zebra phones to call and receive calls from other 10-digit numbers.

Impacted Users:

Users of the service listed above.

Expected Resolution:

October 31, 2019 TIME

Thank you,

Department of Clinical Research Informatics

Patient Call Server Reboot

Date:

Time:

Purpose: Maintenance

Event Details:

There is a planned Patient Call Server reboot, which will occur DATE at TIME and will last 1 hour.

During the reboot, patient calls will not ring to the zebra phones but will still ring to the nurse consoles at the nurses' stations.

The workflow terminals will not be available.

Environmental Services (EVS) and Respiratory Therapy will need to be called.

The users will be still able to use their zebra phones to call and receive calls from other 10-digit numbers.

Impacted Users:

Users of the service listed above.

Expected Resolution:

Thank you,

Department of Clinical Research Informatics

45. Autostore Document Scanning System

Message to Page Operator:

Present tense: No overhead announcement.

IMPORTANT MESSAGE To Systems Monitoring

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:

- 4) CC Systems Notification
- 5) CC-ISD IE Notice
- 6) CC Staff

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

The Autostore Scan Document Scanning System is unavailable for use.
This affects all the CC copiers with the scan feature but the copier itself is still operational
Please note that DCRI engineers are aware of the issue and working to resolve.
More information to follow.

Impacted Services/Applications:

CC Copiers with scanning feature

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Please note that DCRI engineers are aware of the issue and working to resolve OR
"There is no current estimated time of resolution".

Thank you for your support,
The Department of Clinical Research Informatics
(301) 496-8400

46. Scriptpro (Outpatient Pharmacy) Delay

Message to Page Operator:

Present tense: The Pharmacy Outpatient System Scriptpro is experiencing slowness in processing requests. CRIS is operational; however, processing of Outpatient Take-home Medication orders will be delayed.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

The Pharmacy Outpatient System Scriptpro is experiencing slowness in processing requests. CRIS is operational; however, processing of Outpatient Take-home Medication orders will be delayed. Inpatient medication orders are not affected.

Impacted Services/Applications:

The Pharmacy Outpatient System Scriptpro

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution."

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

47. Scriptpro (Outpatient Pharmacy) Downtime

Message to Page Operator:

Present tense: The Pharmacy Outpatient System Scriptpro is down. CRIS is operational. Outpatient Take-home Medication orders can be entered in CRIS but cannot be verified by Pharmacy. Please call Pharmacy to notify them of new orders entered.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

The Pharmacy Outpatient System Scriptpro is down. CRIS is operational and medication orders can be entered; however, Outpatient Take-home Medication orders cannot be verified by Pharmacy during this downtime.

Impacted Services/Applications:

The Pharmacy Outpatient System Scriptpro

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution."

Additional Information:

- Inpatient medication orders are not affected
- Take home medication dispensing information will not be updated in CRIS until Scriptpro is operational.
- For time sensitive issues requiring Outpatient Take Home Medications during the downtime, please take the following actions:
 1. Enter the Outpatient Take-home Medication orders in CRIS and on the manual ordering form
 2. Send a copy of downtime order form (NIH-2900) to the Outpatient Pharmacy: include patient name, MRN, allergies and unit location on form.
 3. Follow up with phone call to Outpatient Pharmacy.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

48. Surgical Information System (SISWeb) Downtime:

Message to Page Operator:

Present tense: Access to the SISWeb is down. CRIS is operational. Please call the front desk of the Operating Room (OR) if you need to schedule an OR case.

Systems Monitoring or designee inform DEPARTMENT OF PERIOPERATIVE MEDICINE via email to CC-ISD IE Notice DL. Do not send to CC Systems Notification DL.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

Access to Surgical Information System (SISWeb) is not available for _____ minutes.

Impacted Services/Applications:

The Surgical Information System (SISWeb).

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

CRIS will be operational during this time.

Please call the front desk of the Operating Room (OR) if you need to schedule an OR case.

CRIS Status Screen: No message.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

49. SMM (Sunrise Medication Manager) Pharmacy System Downtime:

Message to Page Operator:

Present tense: The Pharmacy System is down. CRIS is operational. Medication orders can be entered in CRIS, but cannot be verified by Pharmacy or charted on the Worklist. Please enter a medication replacement request for all new medication orders that are needed urgently.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

The Pharmacy System component of CRIS is down. CRIS is operational and medication orders can be entered, but will not cross over to the Pharmacy System. Take Home orders are not affected.

Impacted Services/Applications:

The SSM (Sunrise Medication Manager) Pharmacy System.

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

The Pharmacy System component of CRIS is down. CRIS is operational and medication orders can be entered, but will not cross over to the Pharmacy System.

- You will not be able to chart new medication orders until the Pharmacy System is operational.
- These orders will remain unverified by pharmacy until the system is operational.
- Medication orders entered AND verified by Pharmacy PRIOR to the Downtime will be accessible from the Omnicell cabinet and Anesthesia Workstations.
- Emergency medications may be removed using the override process at the Omnicell cabinet and Anesthesia Workstations.
- Please place a medication replacement request for all new medication orders that are needed urgently.
- When Pharmacy System becomes operational, please remember to chart all medications administered during the downtime.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

SMM (Sunrise Medication Manager) Pharmacy System Downtime: (continued):

STOP: Do not send following information (INTERNAL FOR DCRI ONLY) –

Message to send when Pharmacy System becomes operational: The Pharmacy System is now operational.
Please remember to chart all medications administered during the downtime.

For **Unplanned Downtimes:** When the Pharmacy Dept notices that SMM is down they must call Systems and Monitoring. Systems Monitoring will notify Database (DB) team. If the system will be down for 30 minutes, the DB team will notify Systems and Monitoring to send out “SMM Downtime” message.

50. SoftBank Downtime/ Department of Transfusion Medicine (DTM) Lab System Downtime:

Message to Page Operator:

Present tense: The Department of Transfusion Medicine Lab System (SoftBank) is down. You will need to call the Department of Transfusion Medicine (DTM) to communicate emergent BLOOD COMPONENT orders and obtain service during this time.

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

The Department of Transfusion Medicine Lab System (SoftBank) is down. You will need to call the Department of Transfusion Medicine (DTM) to communicate emergent BLOOD COMPONENT orders and obtain service during this time.

CRIS and Laboratory Information System (LIS) are operational.

Impacted Services/Applications:

SoftBank / DTM Lab System.

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

If possible please hold on entering routine blood component orders until the system is back up.

Please call DTM to communicate and obtain service for **transfusion orders ONLY** such as:

- All blood component orders
- Type and screen
- Direct Antiglobulin Tests (DAT)

DTM Blood Component Orders that are entered in CRIS during this downtime will queue up (back up) in LIS and will not cross over to SoftBank until it is operational. Results from SoftBank will not cross over to CRIS until the SoftBank system is operational.

All blood component issued before SoftBank downtime will display and can be documented in SoftID.Tx Transfusion Verification. All blood component issued during the SoftBank downtime will not cross to SoftID.Tx Transfusion Verification and must be documented in CRIS.

SoftBank Downtime/ Department of Transfusion Medicine (DTM) Lab System Downtime:

(continued):

For Emergent Blood Component Lab Orders ONLY, Please Follow This Procedure:

1. Enter lab orders in CRIS.
2. Call DTM at 301-496-8335 to let them know the request is STAT
3. Send the specimen (if applicable) to the lab with the Order Requisition. Specimen should be labeled with the Specimen labels and Typenex label if applicable.
4. All STAT and Critical lab results will be called during downtime.
5. When the SoftBank system comes back up
 1. Downtime results will be entered and will cross to CRIS.
 2. Blood component that were issued during the downtime may display in SoftID, please contact DTM to verify status.

Do not redraw specimens for orders entered during the SoftBank downtime.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

51. CDR Downtime (Clinical Center Database Server) Downtime:

Please note that usually an overhead announcement is not made for this and flyers are not distributed.

Message to Page Operator:

The Clinical Center database server will be unavailable Date at time. During the downtime, you will not have access to applications such as Visual Supply Catalog, ORS, IDMS, Pyxis, and others (**see below for complete list**).

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Date:

Time:

Purpose:

Event Details:

On Date from Time-Time, the Clinical Center Database Server will be unavailable.

Impacted Services/Applications:

During the downtime, you will not have access to applications such as Visual Supply Catalog, ORS, IDMS, Pyxis, and others (**see below for complete list**).

Impacted Users:

Any user attempting to access the Clinical Center Database Server
Users of the services listed below.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Additional Information:

CRIS and other clinical systems will NOT be affected.

CDR Downtime (Clinical Center Database Server) Downtime: (continued):

This Downtime will primarily affect the following web-based CC applications and Department Applications:

- AQI (DPM)
- Bioethics Tracking
- Blood Bourne Diseases
- Blood Products Request System (DTM)
- Clinical Data Warehouse (CDW)
- Clinical Studies Info – search field only
- Executive Information System (EIS)
- Hospital Services & Visual Supply Catalog
- Hospital Statistics System (HSS)
- Investigational Drug Management System (IDMS) - Orders from CRIS will not cross to IDMS
- Material Safety Datasheet (Pharmacy)
- Medical Staff Dictionary (OCS)
- HIMD Lab Report Requests
- Pain Management Tracking
- Payment Tracker (OFRM)
- Pharmacy Drug Formulary
- Pharmacy Patient Tracking
- Pharmacy Wait Time
- Phlebotomy
- Presslog (OD)
- Research Volunteer System (RVS)
- Researcher Tracking (Rehab)

CRIMSON is not affected.

***Attn Nursing:** For Central Hospital Supply (CHS) orders during this period please contact CHS at (301) 496-2243 or contact the page operator to reach the CHS On-Call staff.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

Another template example:

UPCOMING: CLINICAL CENTER SQLSERVER DOWN

Date:

Start Time:

End Time:

Purpose: Maintenance/SQL Server Upgrade

Event Details:

The Clinical Center SQL Database Server will be unavailable on DATE for 2 hours starting at TIME.

Impacted Services/Applications:

During the downtime, you will not have access to applications on the list below during the down.

Impacted Users:

Any user attempting to access the Clinical Center SQL Database Server and dependent applications (listed below).

Users of the services listed below.

Expected Resolution Time:**Additional Information:**

CRIS will NOT be affected:

This Downtime will primarily affect the following web-based CC applications and Department Applications:

- Bioethics Tracking
- Clinical Data Repository (CDR) (a.k.a Clinical Data Warehouse (CDW))
- Clinical Studies Info - search field only
- Clinical Studies: Protocol Consents Search
- CPT (3M) billing code interfaces will affected
- CRIMSON
- Executive Information System (EIS)
- Hospital Services & Visual Supply Catalog
- Investigational Drug Management System (IDMS) - Orders from CRIS will not cross to IDMS
- Material Safety Datasheet (Pharmacy)
- Medical Staff Dictionary (OCS)
- HIMD Lab Report Requests
- Pain Management Tracking
- Payment Tracker (OFRM)
- Pharmacy Drug Formulary
- Pharmacy Patient Tracking
- POIS—Lab results will not post to module but is accessible in CRIS
- Research Volunteer System (RVS)
- Researcher Tracking (Rehab)
- SoftMed interfaces –results and report will not cross to CRIS
- LAWSON
- ANSOS
- Clarity
- Bioethics Consult Report, CES
- Institute Feeds - not be affected

Other Applications Interrupted (with shorter downtime):

- AMS, AQI, OFRM, Percussion, PharmRees, Phlebotomy, ProNutra, RegActivity, sacredCES (SACRED will not be affected), SocialWork (SWAT), Surveys, Universal Precaution, WaitTime Tracker
- ***Attn Nursing:** For Central Hospital Supply (CHS) orders during this period, please contact CHS at (301) 496-2243 or contact the page operator to reach the CHS On-Call staff.
-

52. Telephone/ Cisco CCX Answering and Messaging System Downtime (DCRI ONLY):

Message to Page Operator:

The telephone answering and messaging system in the Department of Clinical Research Informatics is out of service until further notice. Please call 301 496-7525 for CRIS Support assistance.

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:

1. CC Systems Notification
2. CC-ISD IE Notice
3. CC Staff

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

The telephone answering and messaging system in DCRI, HIMD and DTM is currently down. Please call **301 496-7525** for CRIS Support.

Impacted Services/Applications:

Angel Telephone Answering and Messaging System

Impacted Users:

Any users contacting the DCRI for CRIS Support.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

53. Telephone/ Phone System Downtime:

Message to Page Operator:

The telephone system in the Department of _____ is out of service until further notice. Please check your e-mail for alternate contact phone numbers.

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:

1. CC Systems Notification
2. CC-ISD IE Notice
3. CC Staff

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

The phone system in the Department of _____ <enter department name> is currently down. Please use the following numbers to contact the department until further notice.

<Provide affected Departments Red Emergency Telephone Number(s)>

Impacted Services/Applications:

Telephone System

Impacted Users:

Any users contacting the affected department.

Expected Resolution Time:

Enter date/ time OR enter "There is no current estimated time of resolution".

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

54. Thin Client Downtime:

Message to Page Operator:

Thin Client devices will be unavailable for use Date at time. The CRIS system is operational; however, you will need to access it from computers other than a Thin Client device.”

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

On Date, Thin Client devices will be unavailable for use.

Impacted Services/Applications:

Thin Client devices.

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter “There is no current estimated time of resolution”.

Additional Information:

You will have access to CRIS only from computers other than Thin Client devices:

- E-mail will be unavailable for use from Thin Client devices.
- Thin Client devices will not have access to CRIS or to the network during the maintenance.

You will need to call Departments to communicate the orders and obtain service and/or use manual ordering as identified by the department if you do not have access to computers other than a Thin Client device.

Please do not log on until notified.

Thank you for your support,

The Department of Clinical Research Informatics
(301) 496-8400

55. Training Database Downtime

CRIS Training Downtime Notification Process

Remember, CRIS training downs are when there a class in progress, or one is scheduled starting within 30 minutes of the reported problem. Specifically, when TRN class via client and TRN Practice via CITRIX are both unavailable OR when TRN Class via client is not available for a Worklist Manager Class. All others problems will be handled with emails to the CC-DCRI CRIS DBA Dis-List. Online prescriber training environment(s) via Citrix is not a Training down.

CRIS Train Classroom Unplanned Down steps

- CRIS Instructor contact the CC Service Center (301-496-8400) and have them open a Critical ServiceNow ticket assigned to the CRIS DBA team.
- CRIS instructor calls Systems Monitoring (301-496-7525) and request a conference line, then instruct them to call the CRIS DBA on-call person to call into the conference line, plus send out a global email for others (CC CRIS SCM Training DL and CC-DCRI Executive Leadership DL, and the CC-DCRI CRIS DBA DL) to join the conference line as well.
- CRIS DBA(s) talks with CRIS instructor, on the conference line. CRIS DBA takes appropriate steps to fix the issue and asks CRIS instructor to retest.
- If issue requires assistance of additional technical staff, CRIS DBA will notify Systems Monitoring to have those staff join the conference line.
- DBAs, Special Projects team, Citrix team troubleshoot the issue and take appropriate steps and notifies CRIS instructor to test in CRIS Classroom
- CRIS instructor tests and reports results on conference line
- If resolved, conference line is closed and CRIS instructor sends email to CC CRIS SCM Training DL and CC-DCRI Executive Leadership DL that issue is resolved and CRIS Classroom workstations are available. CRIS DBA will submit ServiceNow ticket, document to Exe-leadership, and document on the SharePoint DT area and report at TRB.
- If not resolved, technical team continues investigation and remediation discussions
- If not resolved, CRIS instructor makes decision to cancel the class and reschedule the students in future class or cover material with CBTs on CRIS Website and bring students back for Post Training Assessments on CRIS TRAIN in classroom at a later date before issuing their CRIS account .

56. Wireless Network Connectivity Issues:

Message to page operator:

Present tense:

“The NIH Wireless Network is experiencing network connectivity issues. **Workstations on Wheels (WOWs)** may lose access to CRIS including KBMA, SoftID, the Patient Call System (RTLs (Real-Time Location Services), Zebra Phones) and Internet & Intranet network connectivity.”

You will have access to CRIS on SCD/Thin Client devices and CRIS Mobile.

If SoftID is unavailable use standard downtime procedure.

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:

3. CC Systems Notification
4. CC-ISD IE Notice
5. CC Staff

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

Wireless Network connectivity issues have been reported for the NIH Wireless Network. Users have reported experiencing problems connecting to the NIH Wireless Network.

Impacted Services/Applications:

The Wireless Network, including Workstations on Wheels (WOWs).

Impacted Users:

Users of the service listed above.

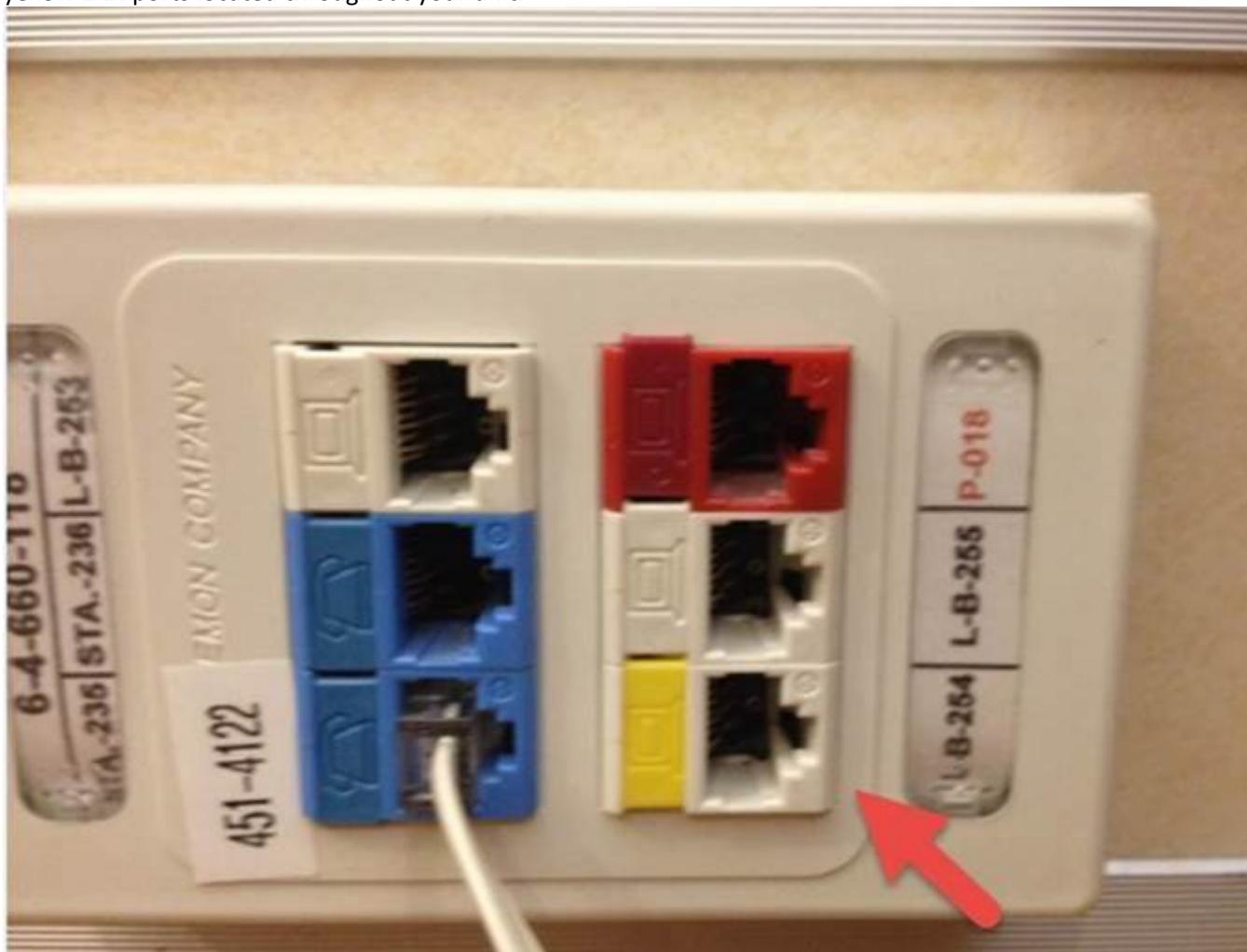
Expected Resolution Time:

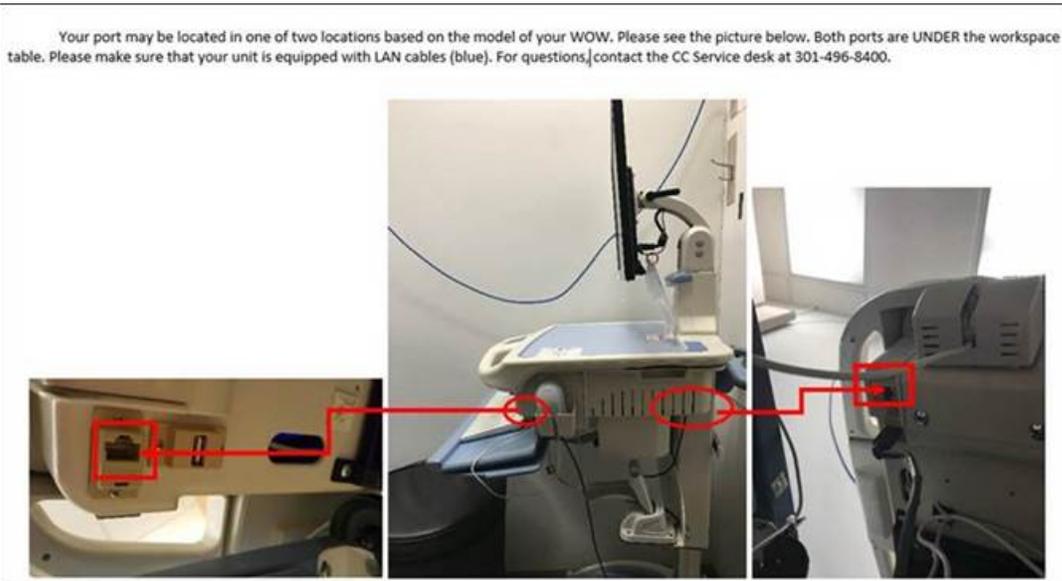
Enter date/ time OR enter “There is no current estimated time of resolution”.

[Wireless Network Connectivity Issues:](#) (continued):

Additional Information for Nursing and Phlebotomy:

- If requiring use of SoftID from the WOWs during the maintenance window, you can connect to the yellow LAN ports located throughout your unit.





- SoftID Specimen Labels may not print out.
- Units that still receive LIS labels from the Zebra printers can use these labels during the SoftID Downtime.
- Units that no longer receive LIS labels from the Zebra printers should use standard downtime procedures for specimen collections. That is, please complete a lab requisition (**Including protocol number**) and apply a Patient Label to specimen containers.
- You CAN enter orders, document, print or retrieve information from and Thin Client devices.
- Clinical Information Systems, such as RIS, LIS, ECG, PACS, CITRIX, PYXIS, Dictation/ Transcription, IDMS & more will be operational and results will cross over to CRIS.
- EKG PageWriter – should there be disruption, notify the Respiratory Therapist on duty to validate the EKG PageWriter.
- Care Event Nurse Phone: -should there be disruption, call 1NW charge nurse to validate phone is receiving data, if not, contact page operators to call Biomedical Engineer on call.
- Provation Travel carts – should there be disruption, staff may continue to do procedures without the network by enabling “Off-Line” and then update the images when network connections are restored

Thank you for your support,

The Department of Clinical Research Informatics
 (301) 496-8400

Message to page operator:

Present tense:

“The NIH Wireless Network is down and will be down for an extended period. Please use your LAN cable to hard wire/connect your Workstations on Wheels (WOWs) to an ACTIVE LAN port. Otherwise, you will not have access to CRIS including KBMA, SoftID and Internet & Intranet network connectivity.”

If SoftID is unavailable use standard downtime procedure.

IMPORTANT MESSAGE To Systems Monitoring:

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 3 different DLs:

1. CC Systems Notification
2. CC-ISD IE Notice
3. CC Staff

INTERNAL USE ONLY FOR DCRI - Determine if you need to add these statements to the message below:

- You will have access to SoftID

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Event Details:

The NIH Wireless Network is down and will be down for an extended period. Please use your LAN cable to hard wire/connect your Workstations on Wheels (WOWs) to an ACTIVE LAN port. Otherwise, you will not have access to CRIS including KBMA, SoftID, and Internet & Intranet network connectivity.

If SoftID is unavailable use standard downtime procedure.

Impacted Services/Applications:

The Wireless Network, including Workstations on Wheels (WOWs).

Impacted Users:

Users of the service listed above.

Expected Resolution Time:

Enter date/ time OR enter “There is no current estimated time of resolution”.

57. WOW Message to Page Operator:

ALL Workstation on Wheels (WOWs) will have a forced shut down and automatic restart on _____ at _____ pm. Please log off WOW by <insert time>.

INTERNAL USE ONLY FOR DCRI - Determine if WOWs affected

E-Mail Message:

Subject:

Include title, date, and time in subject line.

Date: Enter date

Time: Enter time

Purpose: Preparation for CRIS Upgrade

Event Details:

ALL Workstation on Wheels (WOWs) will have a forced reboot and automatic restart on Enter date/ time. What this means is that the WOW will automatically log off at Enter time (you will be prompted) and then reboot.

Impacted Application: **All** WOWs (inpatient, outpatient and any Clinical Information systems area that has a WOW)

Impacted Users: WOW Users

Expected Resolution: Enter date/ time after reboot

Additional information

You will be prompted 3 times to log off at 15 minute intervals before having a forced shutdown and automatic restart. We ask that you please save all work and let the system reboot.

Thank you for your patience,

NIH CC/ Department of Clinical Research Informatics

Phones: (301) 496-8400

58. WOW Maintenance

Message to page operator: No overhead message is needed

MESSAGE To Systems Monitoring

PLEASE NOTE THAT EMAIL NOTIFICATION NEEDS TO BE SENT TO 4 different DLs:

1. CC-NURS Nurse Managers
2. CC-NURS Clinical Managers
3. CC-NURS ADM Coordinators
4. CC-NURS CCND Exec Group

Subject: Include title, date, and time in subject line.

Event Details:

In preparation for _____, DCRI will be updating the Workstation on Wheels (WOWs) during the month of _____.

We are requesting that WOWs are removed from patient rooms, cleaned and placed in central areas making them available for DCRI staff to access. Please convey to this information to your staff that this maintenance will occur on patient care units, Day hospitals and clinics.

We are looking to service a minimum of 5 WOWs at a time. Once serviced, the WOWs will be moved back to designated location on unit and the DCRI Team will start on the next 5 WOWs, repeating the process until all are complete. If an area can support more than 5 WOW being worked on at one time; we would greatly accommodate.

Configuration will be performed in the morning and afternoon by the DCRI staff.

Times are as follow:

- Morning: 9:00 am – 12:00 noon
- Afternoon: 1:00 pm – 3:00 pm

<Dates and Exact locations will be sent out in a separate email>

.

Thank you for your support,

The Department of Clinical Research Informatics (DCRI)

Attn: Outpatient Nursing Staff



Prior to close of business day on Friday 7/8/17:

- All WOWs need to be cleaned and placed outside of offices in a central location
- All WOWs must be plugged in throughout the weekend.
- DO NOT turn off computers

Attn: Inpatient Nursing Staff



- Please place all *cleaned* WOWs outside patient's room prior to 6:00am Saturday July 8, 2017
- All WOWs must be plugged in.
- DO NOT turn off computers

Appendix K

PATIENT ACCESS DOWNTIME GUIDELINES

DOWNTIME		HEALTH INFORMATION MANAGEMENT DEPARTMENT	ADMISSIONS	PATIENT TRAVEL VOUCHER OFFICE	OUTPATIENT AREAS
CRIS	CRIS IS DOWN	Pre-registration phone call to patient will not occur	<ol style="list-style-type: none"> 1. Admission registration information will be collected manually 2. Paper Admission Consent forms will be obtained from the patient 3. Wristbands will not print. Handwrite information on wristband until CRIS is up and new wristband can be issued 4. Patient labels will not print 5. Patient Update Information Sheets will not print for patients to review for demographic changes 	No Impact	<ol style="list-style-type: none"> 1. Patient labels will not print 2. Patient Information Update Sheets will not print
	CRIS IS OPERATIONAL	<ol style="list-style-type: none"> 1. Resume normal operating procedures 2. Scan consent forms received from Admissions into CRIS 	<ol style="list-style-type: none"> 1. Manually enter admission registration information into CRIS 2. Release Open Patient Visit order from hold 3. Place signed consent forms, ATV Admission request sheet and Admission Sheet in HIMD pick up box (located in Admissions work area) 5. Notify inpatient unit or outpatient clinic that patient registration completed in CRIS 	No Impact	Resume normal operating procedures
ELECTRONIC CONSENT SIGNER	CONSENT SIGNER IS DOWN	<ol style="list-style-type: none"> 1. Scan paper consent forms into CRIS 2. Consents will display on the documents tab in CRIS 	<ol style="list-style-type: none"> 1. Use paper forms (manual process). Obtain Admission Consent forms 2. Place one copy of each signed consent form in the Medical Record Pick up box 		
	CONSENT SIGNER IS OPERATIONAL	Resume normal operating procedure	Resume normal operating procedures: Admissions consents will be obtained electronically using consent signer		
ATV	ATV IS DOWN		<ol style="list-style-type: none"> 1. Patients are admitted to the Clinical Center using Request for Admission/Travel/Local 	<ol style="list-style-type: none"> 1. Requests for government-arranged 	

DOWNTIME		HEALTH INFORMATION MANAGEMENT DEPARTMENT	ADMISSIONS	PATIENT TRAVEL VOUCHER OFFICE	OUTPATIENT AREAS
			<p>Transportation Form (NIH-54).</p> <p>2. Admissions staff will manually enter Admission information in CRIS to create the Open Patient Visit order</p>	<p>patient travel or travel reimbursement are submitted to the Patient Travel Voucher Office using Request for Admission/Travel/ Local Transportation Form (NIH-54).</p> <p>2. Travel, Lodging, or Meal vouchers will be created by the Patient Travel Voucher Office.</p>	
ATV	ATV IS OPERATIONAL		Resume normal operating procedures	Resume normal operating procedures	
Enterprise Scheduling	Enterprise Scheduling IS DOWN			No Impact	<p>1. Submit patient appointment request to the area using standard appointment request process</p> <p>2. If the patient appointment is a future appointment, clerk will place request in pending folder to be entered when the patient appointment scheduling system is</p>

DOWNTIME		HEALTH INFORMATION MANAGEMENT DEPARTMENT	ADMISSIONS	PATIENT TRAVEL VOUCHER OFFICE	OUTPATIENT AREAS
					operational 3. If the patient appointment is a same day or walk in appointment: a) Notify the team b) File the appointment request in the pending folder to be entered retrospectively when the patient appointment scheduling system is operational
Enterprise Scheduling	Enterprise Scheduling IS OPERATIONAL	Resume normal operations	Resume normal operations	No impact	The scheduler for the location will: 1. Enter appointment requests received during the downtime. 2. Status appointments as arrived, canceled or no show.

Appendix L

CRIS Downtime In House Support Checklist for DCRI Nurse Analyst

<input type="checkbox"/> Call Conference Line #: _____ Password: _____ (comes from Activation checklist)		
<input type="checkbox"/> Report to Conference Room (Command Center): <ul style="list-style-type: none"> ○ Provide Project Manager with your contact information ○ Clarify any questions 		
<input type="checkbox"/> Page Administrative Coordinator (AC) 301-496-1211: <ul style="list-style-type: none"> ○ Ask about O.R. cases during downtime ○ Confirm what units may be closed ○ Inform that Sundown data prior to _____ (Time) will be available (__ hrs) (or expected time) ○ Review AC responsibilities to: <ul style="list-style-type: none"> ● Remind units to print patient reports/labels (<i>printing in Sundown may not be available</i>) ● Ensure units that Downtime toolkits are well-stocked 		
<input type="checkbox"/> Check-in with Top 10 Areas prior to downtime: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border-right: 1px solid black; padding: 5px;"> <input type="checkbox"/> Admissions (301-496-3315) <input type="checkbox"/> DLM (301-496-3386) <input type="checkbox"/> DTM (301-496-4506/8335) <input type="checkbox"/> Nutrition (301-496-2390/0241) <input type="checkbox"/> Radiology (301-496-7700) or page </td> <td style="width: 50%; padding: 5px;"> <input type="checkbox"/> Pharmacy (Inpatient 301-496-1914; IV 301-496-6551; Outpatient 301-496-2866) <input type="checkbox"/> Surgery/PACU (301-496-5646/9649) <input type="checkbox"/> Special Studies Unit (SCSU) (301-496-6710) <input type="checkbox"/> Nursing – AC On-Call (see above) <input type="checkbox"/> Messenger & Escort (301-827-0553) </td> </tr> </table>	<input type="checkbox"/> Admissions (301-496-3315) <input type="checkbox"/> DLM (301-496-3386) <input type="checkbox"/> DTM (301-496-4506/8335) <input type="checkbox"/> Nutrition (301-496-2390/0241) <input type="checkbox"/> Radiology (301-496-7700) or page	<input type="checkbox"/> Pharmacy (Inpatient 301-496-1914; IV 301-496-6551; Outpatient 301-496-2866) <input type="checkbox"/> Surgery/PACU (301-496-5646/9649) <input type="checkbox"/> Special Studies Unit (SCSU) (301-496-6710) <input type="checkbox"/> Nursing – AC On-Call (see above) <input type="checkbox"/> Messenger & Escort (301-827-0553)
<input type="checkbox"/> Admissions (301-496-3315) <input type="checkbox"/> DLM (301-496-3386) <input type="checkbox"/> DTM (301-496-4506/8335) <input type="checkbox"/> Nutrition (301-496-2390/0241) <input type="checkbox"/> Radiology (301-496-7700) or page	<input type="checkbox"/> Pharmacy (Inpatient 301-496-1914; IV 301-496-6551; Outpatient 301-496-2866) <input type="checkbox"/> Surgery/PACU (301-496-5646/9649) <input type="checkbox"/> Special Studies Unit (SCSU) (301-496-6710) <input type="checkbox"/> Nursing – AC On-Call (see above) <input type="checkbox"/> Messenger & Escort (301-827-0553)	
<input type="checkbox"/> PRE-CRIS DOWN Unit Rounds <ul style="list-style-type: none"> ○ Refer to layout map of CRC PCU ○ Remind units to print patient reports/labels (<i>printing in Sundown may not be available</i>) ○ Remind units to prepare for downtime procedures <p><i>Note: arrangements may be made with Behavioral Units if phone check-in preferred over on-site visit for future rounding</i></p>		
<input type="checkbox"/> SUNDOWN Unit Rounds <ul style="list-style-type: none"> ○ If Sundown not available at expected time, Project Manager alerts Systems Monitoring requesting email notification to users. ○ Inform that Sundown data prior to _____ (Time) will be available (__ hrs) (or expected time) ○ Provide Sundown education: <ul style="list-style-type: none"> ● ACCESS: via Citrix. If user currently logged onto CITRIX, they may need to reboot their workstation to view the Sundown icon. ● FUNCTIONS: View only (printing may or may not be available) 		
<input type="checkbox"/> 'CRIS-UP' Unit Rounds (with or without member of User Support or Testing teams) <ul style="list-style-type: none"> ○ Verify that unit staff can: <ul style="list-style-type: none"> ● Access CRIS via WOWs and Thin Clients ● Print any CRIS document/report/labels ● Scan and administer meds via KBMA ● Access Clinical Data Viewer (CDV) tab (ICU only) ● Return WOW to patient rooms (if applicable) 		
<input type="checkbox"/> Notify Conference Line /Project Manager to report any issues and when rounding complete		
<input type="checkbox"/> Contact on-coming CRIS Support Analyst On-Call if any outstanding issues		
<input type="checkbox"/> Notify Conference Line/Project Manager when leaving		

Appendix M

NIH Emergency Backup Telephone System

Use the Emergency Back-up Telephone System  for communication during a network maintenance down or as deemed necessary. Below is a list of emergency numbers and dialing procedures.
(Last Updated: 10/31/18)

Dialing Procedures for Red Phones (214 Exchange)

Use the Red Phones (214 exchange) when your phone and/or other NIH phones (402, 435, 443, 451, 480, 496, 541, 594, and 827-exchanges) are not operational. Follow the instructions below:

To dial from a red phone to a house phone.....dial 9, wait for second dial tone, dial the 10 digit tel number

To dial from a red phone to a red phone.....dial the 10 digit tel number

To dial from a house phone to a red phone.....dial 9 + the 10 digit tel number

To dial from a red phone to a non-NIH local number.....dial 9, wait for second dial tone, dial the 10 digit tel number

To dial from a red phone to a long distance number.....dial 9, wait for second dial tone, dial 1 + the 10 digit tel number

When using the red phone for NIH pagers, dial 301-214-1817 and follow the voice-activated instructions.

To reach the NIH operator from a Red Phone dial zero "0".

EMERGENCY NUMBERS

Medical (Code Blue, Building 10) 111

Police 911(on-campus) or 9-911 (off-campus)

Fire 911(on-campus) or 9-911 (off-campus)

Property Engineering(on-campus) 108

STAT (Overhead) Page 112

Office of Director

Office Name and Title	Room Bldg (or Number)	Phone Number
CC - Chief Executive Officer	6-1550 CRC	301-214-1770
CC - Chief Operating Officer	6-1610 CRC	301-214-1771
CC - Chief Nurse Officer	6-1484 CRC	301-214-1782
OD/NIH – Director	116 1	301-214-1797
ORS – Associate Director	4B54 31	301-214-1800

Patient Care Units & Day Hospitals (DH) Nursing Stations

Location	Room Bldg	Phone Number
1NW Pediatrics & DH	1-1655 CRC	301-214-1739
1SE Adult Behavioral Health	1-3435 CRC	301-214-1764
1SW Pediatric Behavioral Health	1-3649 CRC	301-214-1754
3NE Hematology -Oncology	3-1435 CRC	301-214-1650
3NW Adult Oncology	3-1655 CRC	301-214-1766
3SE-N Oncology Day Hospital	3-3455 CRC	301 214-1727
3SE-S Oncology Day Hospital	3-5445 CRC	301-214-1718
3SW-N Procedure Area	3-3635 CRC	301-214-1728
3SW-N Intermediate Care	3-3665 CRC	301-214-1743
3SW-S Intensive Care	3-3559 CRC	301-214-1767
5NE-S Special Clinical Studies (Reception)	5-2421 CRC	301-214-1647
5NE-S Special Clinical Studies (Donning)	5-2429 CRC	301-214-1649
5NW General Medicine	5-1655 CRC	301-214-1747
5SE-N Internal Medicine	5-3445 CRC	301-214-1730
5SE-S Medicine/Telemetry	5-5445 CRC	301-214-1758
5SW-N Metabolic Unit	5-3655 CRC	301-214-1741
5SW-S Medical Surgical Day Hospital	5-5655 CRC	301-214-1744
7SE- N Adult Behavior Health	7-3445 CRC	301-214-1762
7SE-S Behavioral Health	7-5445 CRC	301-214-1765
7SW-N Neurology & Sleep Lab	7-3655 CRC	301-214-1761
7SW-S Neurology Testing	7-3743 CRC	301-214-1752
7SW-S Metabolic Suites	7-5616 CRC	301-214-1891

Clinics/ Ambulatory Care Services

Location	Room Bldg (or Number)	Phone Number
OP-1 Dental Clinic	1B01 10	301-214-1639
OP-3	3C-306 10	301-214-1755
OP-4	4C-306 10	301-214-1763
OP-5	5C-306 10	301-214-1774
OP-6 Occupational Medicine Service/NHGRI Clinic	6C-306 10	301-214-1661
OP7	7C-306 10	301-214-1819
OP-8	8C-306 10	301-214-1742
OP-9	9C-306 10	301-214-1746
OP-10	10C-306 10	301-214-1732
OP-11	11C-306 10	301-214-1803
OP-12	12C-306 10	301-214-1717
OP-13	13C-306 10	301-214-1737
1H - Pediatric Clinic	1-6456 CRC	301-214-1654
1SE-S Alcohol Behavioral Health	1-5402 CRC	301-214-1757
5NE-N Cardiopulmonary Testing(Echo)	5-1401 CRC	301-214-1748
5NE-N Cardiopulmonary Testing (Reception)	5-1584 CRC	301-214-1641
Vaccine Evaluation Clinic	5-2470 CRC	301-214-1790
Radiation Oncology Nurse's Station	B2-3571 CRC	301-214-1796
Radiation Oncology Treatment Area	B2-3634 CRC	301-214-1807

Departments/Services

LOCATION	Room Bldg (or Number)	Phone Number
Patient Support Services Department Chief, Patient Support Services	1-5649 CRC	301-214-1772
Admissions	1-5617 CRC	301-214-1783
Messenger & Escort Service	B1-6574 CRC	301-214-1786
DCRI/CRIS DCRI - Data Center	B2-5750 CRC	301-214-1663
DCRI Offices	2C262 10	301-214-1816
Facility/Space Management Office	9D43 10	301 214-1785
Family Lodge Bldg	101 65	301 214-1843
MMESD Environmental Services Section	B1N320 10	301-214-1795
In Vivo (NMR) Imaging Center – B1D wing Reception 10/B1D66	B1D66 10	301-214-1673
South End Patient Corridor	B1D709 10	301 214-1713
Laboratory Medicine Department Accession Area	2C324 10	301-214-1705
Chemistry	2C324 10	301-214-1780
Microbiology	2C324 10	301-214-1769
Outpatient Phlebotomy	1C260 10	301-214-1775
Laboratory of Pathology-NCI	2B50 10	301 214-1707
Maintenance Call Center	B1S18J 13	301-214-1811
Materials Management and Environmental Services Department Environmental Services Section	B1N320 10	301-214-1795
Storage & Distribution Section	B2N246 10	301-214-1794
Laundry Section	B2-2341 CRC	301-214-1745
Central Hospital Supply Section	B1N238 10	301-214-1805
Health Information Management Department	B1L400 10	301-214-1708
Molecular Imaging-NCI	B3B69 10	301-214-1889
Nuclear Medicine Department Nuclear Medicine Reception Area	1C401 10	301-214-1789
Office Corridor	1C491 10	301-214-1835
Nursing Department	2B15A 10	301-214-1878
Admission Conference Room/Nursing Command Center	1-5650 CRC	301-214-1612
Nutrition Department– Call Center	B2-2430 CRC	301-214-1716

Departments/Services

LOCATION	Room Bldg (or Number)	Phone Number
Perioperative Medicine Department (Surgery)		
Front Desk	2C525 10	301-214-1779
NHLBI Catheterization Lab	2C713 10	301-214-1702
PET Department	1C472 10	301-214-1849
Pharmacy Department		
Inpatient	B1L02 CRC	301-214-1776
Outpatient	1N-263 CRC	301-214-1787
Non-Hazardous IVAU	1C166A5A 10	301-214-1622
Hazardous IVAU	1C166A7 10	301-214-1623
Radiology Department		
Reception	1C318 10	301-214-1777
General Diagnostics	1C317 10	301-214-1724
Special Procedures Area	1C580 10	301-214-1791
IV Prep/CT area	1C570 10	301-214-2003
Rehabilitation Medicine Department	1-1469 CRC	301-214-1749
Hospital Safety (CC Office)	2N220 10	301-214-1706
Safety (NIH ORS Associate Director)		
	4B54 31	301-214-1800
Social Work Department	2-3581 CRC	301-214-1651
Spiritual Care Department	7-2533 CRC	301-214-1726
Surgical Apheresis Service-NCI Transfusion Medicine Department	2N324 10	301-214-1848
Patient Apheresis	1N710 10	301-214-1792
Transfusion Service	1N727 10	301-214-1802
NIH Platelet Center	1N422 10	301-214-1793
NIH Telecommunications	315 6006	301-214-1709
Telephone Repair		
Pager/Electronic Facility	B1A24 10	301-214-1710
102 Paging Network Access	B1A24 10	301-214-1817
Page Operator	2NW04 FERN	301-214-1845 301-214-1778
CC Public Areas		
CRC North Atrium Lobby Information Desk	Lobby CRC	301-214-1804
Cafeteria – B1 level	B1C13 10	301-214-1840
ACRF Cafeteria – 2nd floor	2C223 10	301-214-1781
Lipsett Amphitheater	1C112 10	301-214-1784
Masur Auditorium	1 st Floor 10	214-1788