Pharmacy Machine/Application Downtime Algorithm

	RIVA	Swisslog BoxPicker	Pyxis	iConnect	Baxa Compounder	C-II Safe	ATP 71 Packager	MediDose Labeler	PharmacyKeeper	Telephones
Application/ machine down when following conditions are met:	RIVA cannot produce output for 30 minutes at 100% accuracy with no manual action required	BoxPicker cannot produce output for 30 minutes at 100% accuracy with no manual action required	Pyxis cannot produce output for 30 minutes at 100% accuracy with no manual action required	iConnect cannot produce output for 30 minutes at 100% accuracy with no manual action required	Compounder cannot produce output for 30 minutes at 100% accuracy with no manual action required	C-II Safe cannot function for 30 minutes at 100% accuracy with no manual action required	Packager cannot produce output for 30 minutes at 100% accuracy with no manual action required	MediDose labler cannot produce output for 30 minutes at 100% accuracy with no manual action required	Only two functional kits available for exchange	When regular telephone functionality ceases or in inadequate for 30 minutes or sooner based on COA confirmation of situation
Step 1	Seek internal Pharmacy assistance with knowlegable staff	Seek internal Pharmacy assistance with knowlegable staff	Seek internal Pharmacy assistance with knowlegable staff	Seek internal Pharmacy assistance with knowlegable staff	Seek internal Pharmacy assistance with knowlegable staff	Seek internal Pharmacy assistance with knowlegable staff	Seek internal Pharmacy assistance with knowlegable staff	Seek internal Pharmacy assistance with knowlegable staff	Seek internal Pharmacy assistance with knowlegable staff	
Step 2	Contact RIVA support line: 1-888-770-7482 Customer Site: Children's of Alabama System Type: RIVA 16 (Left Unit) and RIVA 17 (Right Unit)	Contact support line: 1-800-523-3409 Customer Number: 1270 System Type: BoxPicker	Contact support line: 1-800-367-9947 Customer Number: 1096500 System Type: Pyxis 4000	**CALL** COA HELPdesk: 8-6568	Contact support line: 1-800-678-BAXA (2292) Customer Site: Children's of Alabama System Type: EXACTAMIX 2400 Compounder (EM2400)	Contact support line: 1-800-367-9947 Customer Number: 1096500 System Type: Pyxis 4000	Contact TCG Rx: 1-866-559-0968 System Type: ATP71 Packager	After 30 minutes, start downtime procedures	Contact support line: 1-877-812-0100	Contact COA Helpdesk if possible
Step 3	Call Ben Hart, RIVA @ 305-775-6955 (cell)	Call Matt Long, SwissLog @ 303.371.7770 ex 7051	Call IT Pharmacist	Call IT Pharmacist and Supervisor		Call IT Pharmacist	If TCG Rx cannot solve the problem, contact SwissLog:1-866-559-0968		Call Justin Marlow, MedKeeper 1-303-945-2524	
Step 4	Document service calls in Clinical Contract Log.	Document service calls in Clinical Contract Log.	Document service calls in Clinical Contract Log.	Document service calls in Clinical Contract Log.	Document service calls in Clinical Contract Log.	Document service calls in Clinical Contract Log.	Document service calls in Clinical Contract Log.	Document service calls in Clinical Contract Log.	Document service calls in Clinical Contract Log.	
Step 5	After 30 minutes, start downtime procedures	After 30 minutes, start downtime procedures	After 30 minutes, start downtime procedures	After 30 minutes, start downtime procedures	After 30 minutes, start downtime procedures	After 30 minutes, start downtime procedures	After 30 minutes, start downtime procedures	After 30 minutes, start downtime procedures	Only two kits avail,start downtime procedures	Based on COA notification or after 30 minutes, start downtime procedures
Step 6	Perform a visual inspection on 100% of output for 15 minutes to ensure machine is correctly functioning and producing product	Perform a visual inspection on 100% of output for 15 minutes to ensure machine is correctly functioning and producing product	Run tests	{IT will run tests}	Re-calibrate machine and run tests	Run comparison report and test validity	Run tests	Print labels and test for validity	Run Tests	Test for functionality of incoming and outgoing calls, both internal and external to COA
Application/ machine back up when following conditions are met:	Machine produces output for 15 minutes with 100% accuracy, with no errors or manual actions required	Machine produces output for 15 minutes with 100% accuracy, with no errors or manual actions required	when computer screen returns to yellow	when IT releases access and gives the all clear	when test bag passes mix check report	when normal functionality for C-II comparison report is returned and all other functionality is restored for 15 min.	Functionality for packaging is restored	Funtionality for label printing is restored	when normal functionality for scanning, processing and transferring is restored for 15 minutes	when calls operate normally for 15 minutes