

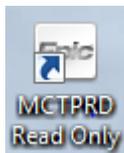
EPIC DOWNTIME INFORMATION – PHARMACY

Important Definitions:

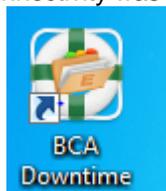
- **BCA (Business Continuity Access):** Epic's functionality to ensure access to information that is most critical to patient care in the event of a downtime.
- **BCA Computer:** A computer that has an independent power source that is physically connected to a local printer. The BCA PC contains pre-installed applications that locally stores pre-defined pharmacy specific downtime reports (MARs, etc.). These downtime reports can be printed by staff to continue patient care in the event of a downtime. This PC should be utilized in the event of total loss of network connectivity. Each facility has one BCA PC available as indicated by YELLOW auxiliary labels indicating this computer as the designated BCA computer for downtime purposes.
- **Read only Epic access (MCTPRD Read Only icon):** The read only Epic icon may be utilized to access the health record to review patient information while the production server is unavailable. This icon should be utilized in downtime situations in which network connectivity is still available.

Downtime Instructions:

- **Hospital network/citrix is available (production server unavailable):**
 - Utilize the “read only” Epic icon that is located on every PC (icon below). This will allow read only access which will provide information current as the moment the production environment went down. Utilize this to review patient profiles, etc.



- **Hospital network/citrix unavailable:**
 - Utilize the BCA PC (see definition above) – one PC per campus. This will allow access to patient reports (MAR, etc.) for all patients in the hospital at the time connectivity was lost. These reports may also be printed as needed.



- **Processing orders during downtime:**
 - Pyxis connect or fax can be utilized to send orders to pharmacy during downtime. Orders will be screened for anything that is not available in Pyxis (via critical override) and doses can be sent patient specific on an as needed basis.
- **Canned labels:**
 - Canned labels can be printed from the G drive (G:\Downtime\Canned IV Labels for Downtime) for any IV medications that are needed during Epic downtime. **See next page for further details on printing labels.**

Downtime Recovery:

- When the system initially comes back online pharmacy will be allowed early access to begin processing medication orders. This will allow us to “catch up” prior to the production system becoming available for all other end users. Note: ONLY medication orders should be entered by pharmacists. If you are scanned downtime order sets you will not be able to utilize the EPIC order sets as these have other non-med required sections that must be entered by other users (nursing). The below icon should be utilized for downtime recovery (early access).



Printing Medication Labels During Downtime

Epic down? There are a couple of options for printing canned labels to continue dispensing meds during downtime.

Option 1 – G drive to MCTH_UNIT_DOSE (PHA5) or MCTH_IV (PHA6):

Generally, when Epic is down you can still print from a few specific computers to our regular label printers by following these steps.

1. From the **Checker computer**, the **technician computer up front**, or the **BCA computer**, navigate to the following folder on the G drive: G:\Downtime\Canned IV Labels for Downtime
2. Find the desired label and double-click it to open in Word.
If you cannot find a specific label pre-built, you can use the “Blank Label” and handwrite in the details.
3. Once the file is open, click File → Print. Choose PHA5 to print the label to the unit dose printer out front; choose PHA6 to print the label to the IV room.
*Note the BCA computer only has PHA5 available for printing.

Option 2 – BCA computer desktop to Zebra printer:

In the event of broad network issues, Option 1 may not be feasible if the computers are unable to communicate with the label printers. For this situation, we have a copy of the Canned IV Labels for Downtime folder saved on the Desktop of the BCA computer.

1. From the **BCA computer**, navigate to the Canned IV Labels for Downtime folder saved on the Desktop.
2. Find the desired label and double-click it to open in Word.
If you cannot find a specific label pre-built, you can use the “Blank Label” and handwrite in the details.
3. Once the file is open, click File → Print. Choose ZDesigner GX430t as the destination. This is the small label printer located just to the right of the BCA computer.