Welcome to the **Preparing for the Inevitable: EHR Downtimes**

The presentation will begin shortly.
Please note that all attendees are in listen only mode.
Inquiries may be submitted using the **Questions** window.
A recording of this webinar will be sent out to all attendees.

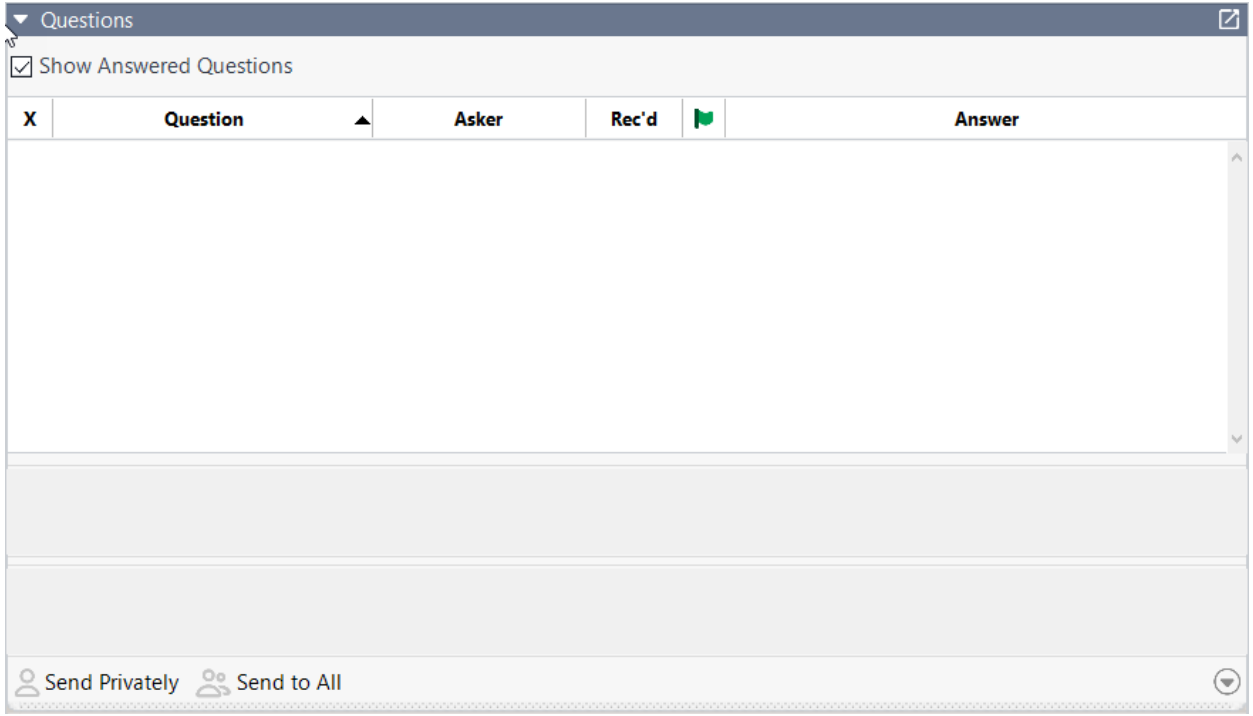
Presented by: eMedApps™ Smarter. Faster. Easier.

eMedApps™

eMedApps.com

Preparing for the Inevitable:
EHR Downtimes

Inquiries may be submitted using the **Questions** window.



eMedApps - About Us

eMedApps is a Healthcare Information Technology Services company providing practices, clinics and hospitals with a full range of services, as well as a suite of products designed to increase efficiency and facilitate communication.

- Founded in 1999
- Working as partner with NextGen since 2001
- Worked as subcontractor for NextGen
- Serving healthcare clients across USA
- Services and Products for NextGen clients

Follow Us!

Be sure to follow us on Facebook, Instagram, Twitter and LinkedIn and Subscribe to our YouTube Channel! Just search eMedApps





About Our Presenter

About Our Presenter

- Vik is our VP of Product Development
- He has been with the company since it's founding, and he brings his experience and deep knowledge of the healthcare community's toughest challenges to consistently deliver excellence, innovation, and success to clients.
- Vik is said to have the best quotes from movies we love.

Outline Of Todays Presentation

1. Before the downtime
    - Planning
    - Implementing
    - Testing
2. During the downtime
    - Communication
    - Data Access
    - Documentation and Billing
3. After the downtime
    - Rollback to EHR
    - Updating data in EHR

Before the downtime - Planning

Before the downtime - Planning

- Types of downtime
  - Planned
    - Hardware Updates
      - Schedule to minimize patient impact
    - Software Updates
      - Don't let downtime be a reason not to keep EHR updated
      - Robust plan allows you to keep EHR current while still seeing patients
  - Unplanned
    - What are the most likely sources/locations to be affected
    - Tailor plan to cover the most likely sources/locations
    - Invest $$$ where you are most likely to see the best impact
    - Can't have a solution for every possible scenario

Before the downtime - Planning

- Areas to think about
  - Communication
    - How will staff be aware that there is an outage and downtime workflow is being followed

  - Visit workflow
    - How will patients flow through the clinic
      - Check in
        - Patient balance look up
        - Copays and patient payment process
      - Triage
        - Reviewing patient histories
        - Vitals
      - Visit
        - Reviewing patient history including previous visits notes
        - Charting new visit
      - Check out
        - Follow up appointments

Before the downtime – Implementing

Before the downtime – Implementing

- Document processes that will be used by each role
- Deploy new technology products
  - Downtime solution
- Testing of downtime process
- Training of staff by role
- Ensure that the policy and implementation instructions are available to all in an outage
  - Paper copies

Before the downtime – Testing

Before the downtime - Testing

- Test all processes
  - Mock downtime
  - Each role performs their downtime processes
  - Modify process based on feedback from testing
- Periodically test access to downtime systems
  - Don’t want to find out there is an issue with a downtime system when you have an EHR downtime

During the downtime - Communication

During the downtime - Communication

- Inform all staff that EHR is unavailable and down time process will be initiated
- Inform patients if there are any modified check in procedures due to the downtime
- Access to downtime systems should be made available where appropriate
  - Read only patient data systems will need to be accessed
- Keep staff informed during the downtime
  - Expected time to restoration of EHR

During the downtime – Data Access

During the downtime – Data Access

- Users should switch to the downtime process for data access
  - Need to be able to view patient's history
    - Medications
    - Order History
    - Labs
    - Vitals
    - Previous Visit notes
- Data should be readily accessible
  - Users should not have to go looking for information
  - Clinicians can make informed decisions on patient care

During the downtime – Documentation and Billing

During the downtime – Documentation and Billing

- Documentation
  - Capture events that occurred with the patient so the EHR can be updated when system is restored
    - User electronic or paper forms to guide note capture
  - Process must be in place to keep downtime notes secure
    - Easier to accomplish with electronic notes
  - Ability to share downtime notes with care team can help patient care until system is restored
- Billing
  - Timely capture of charge codes can minimize financial impact of downtime.
    - Electronic capture of codes can keep AR days low

After the downtime - Rollback to EHR

After the downtime - Rollback to EHR

- Notification of staff that the EHR is up and available
- Sequence roles coming back on line using EHR
  - Registration and Scheduling
  - Clinical Systems
  - Financial teams
- Ensure that patient visit is not split between EHR and downtime processes

After the downtime - Updating data in EHR

After the downtime - Updating data in EHR

- Documentation captured during downtime brought into EHR
  - Scanned in for paper forms
  - Electronic forms can be brought in automatically
- Necessary discrete data elements need to be captured into EHR
  - Appointments
  - Orders
  - Vitals
  - Data needed for quality reporting
- Charges captured for visits during downtime
  - Electronically captured charges can be pushed to the PM for claims creation
- Reports to check that necessary data has been captured for visits
  - Part of EHR data quality process

Recap

- Start your planning process now
  - Downtime is a when not an if
- Implement the tools needed for your downtime plan
- Test the plan and make changes where necessary
- Make sure the plan is available to everyone when the EHR is down
- Periodically test the tools that are being used
- Make sure the plan addresses data getting back into the EHR when it is available again

Resources

SAFER – Safety Assurance Factors for EHR Resilience

Office of the National Coordinator for Health Information Technology

https://www.healthit.gov/sites/default/files/safer/guides/safer_contingency_planning.pdf

AHIMA – Downtime Planning in Medical Practices

https://library.ahima.org/doc?oid=95715#.Ye8dfv7MJaR

Questions?