


<b>Name of Policy:</b>	<b>Schedule and Unscheduled Computer Downtime</b>	 <b>Effective Date:</b> April 15, 2011 Effective Date: June 24, 1977
<b>Policy Number:</b>	3364-100-05-01	
<b>Department:</b>	Hospital Administration	
<b>Approving Officer:</b>	Vice President & Executive Director	
<b>Responsible Agent:</b>	Vice President & Executive Director	
<b>Scope:</b>	The University of Toledo Medical Center (Information Technology)	
<input type="checkbox"/> New policy proposal <input checked="" type="checkbox"/> Minor/technical revision of existing policy		
<input type="checkbox"/> Major revision of existing policy <input type="checkbox"/> Reaffirmation of existing policy		

**(A) Policy Statement**

The hospital shall have procedures designed to alert personnel to computer downtime regarding hospital applications whether scheduled or unscheduled.

**(B) Purpose of Policy**

To provide guidelines designed to manage computer downtime, reduce the interruption of patient care services and assure a continuous flow of clinical information.

**(C) Procedure**

1. ALL DOWNTIME:

All departments entering the information into the computer shall have written procedures to assure the capture and retention of necessary information during computer downtime.

2. SCHEDULED DOWNTIME:

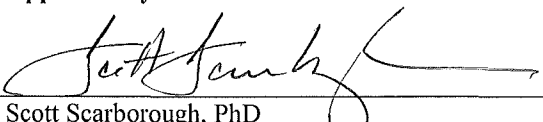
When a downtime has been scheduled for an outage by Information Technology, all heads of departments having computer access to hospital applications shall receive an email informing them of the planned downtime and the intended duration of the downtime.

The exception to this notification will be unplanned emergency downtime. These will be communicated by phone, overhead announcement, or by computer Bulletin Boards for the appropriate departments.

3. UNSCHEDULED DOWNTIME

When a computer system is down, Information Technology will respond to inquiries regarding the unscheduled downtime. When an estimate for the length of downtime is determined it will be made available via the IT Help Desk automated attendant recording.

During the short term downtime, departments shall continue with the hard copy system of documentation for various aspects of the patient encounter, entering the data once the computer is on-line.

<b>Approved by:</b>  Scott Scarborough, PhD Interim Executive Director and Sr. Vice President for Administration Review/Revision Completed By: HAS Information Technology	<u>5/9/11</u> Date	<b>Review/Revision Date:</b> 9/14/81    11/8/89    9/5/2008 6/14/84    8/26/93    4/15/2011 9/7/84    7/31/96 9/24/85    3/31/98 11/3/86    7/9/99 10/1/87    6/7/02 12/14/88    4/1/05  <b>Next Review Date:</b> 4/1/2014
<b>Policies Superseded by This Policy:</b>		