(A) Policy statement

Unplanned downtime can occur as a result of system performance issues/connectivity or on an as needed basis to update.

(B) Purpose of policy

The intent of this policy is to establish consistent practices and workflow priorities within Patient Access for processing patients without interruption to the access of care when system downtime occurs. This policy will also ensure accurate assignment and entry of visit registrations once the system has restored functionality occurs.

(D) Procedure

I. Downtime Notification
   a. When STAR or ATHENA system unplanned downtime occurs, call 419-383-3333 to validate if Information Services has been alerted of the issue.
   b. If the issue has NOT been reported, contact Information Services at 419-383-2400 to report it.
   c. When there is planned downtime for the STAR or the ATHENA system, Information services will inform both the Revenue Cycle Director and the Patient Access Director.
   d. The Patient Access Director will inform the Patient Access Management team and the entire Patient Access Department.

II. Registering Patients During STAR or ATHENA system Downtime
   a. Registration staff will utilize the Patient Access Downtime Form.
   b. The Downtime form will be completed in its entirety to include demographic, guarantor, next of kin, emergency contact and insurance information.
   c. Manual labels will be created
   d. A copy (front and back) of the patient’s insurance card(s) and

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3 Refer to Attachment A: Patient Access Downtime Form.
picture ID will be made (if available), labeled and stapled to the manual registration form.

III. Post STAR or ATHENA System Downtime – Order of Operations
   a. Once the STAR or the ATHENA system has restored, staff will be responsible for entering the manual registration that occurred during downtime.
   b. High priority patients would be those that have received a procedure or that have been admitted to a bed.
   c. Once all procedure or bedded patients have been entered, all other patients will be entered into STAR or Athena, as appropriate, in the order that they arrived.

IV. Entering a Manual Registration into STAR
   a. To avoid creating duplicate MRN numbers, search for the patient by using two of the following unique identifiers:
      i. Last name + First name
      ii. Date of Birth
      iii. Social Security Number
   b. Complete the registration per the current departmental SOP, using the manual registration form to update the patient demographic information until the admission screen.
   c. On the Number Assignment screen, enter the appropriate arrival date and time.
   d. Print new labels and affix to all registration paperwork.
   e. Scan the paperwork into the scanning system.

V. Entering a Manual Registration into ATHENA
   a. To avoid creating duplicate MRN numbers, search for the patient by using two of the following unique identifiers:
      i. Last name + First name
      ii. Date of Birth
      iii. Social Security Number
   b. Complete the registration per the current departmental SOP, using the manual registration form to update the patient demographic information until the admission screen.
   c. Print new labels and affix to all registration paperwork.
   d. Fax the forms for scanning per the current departmental SOP.
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<th>Review/Revision Date:</th>
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<tbody>
<tr>
<td>Robin Horani, Director, Revenue Cycle</td>
<td>7/17/81</td>
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<tr>
<td>Nicholas A. Vitale, Interim Chief Financial Officer</td>
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Next Review Date: 4/1/2019

Policies Superseded by This Policy:

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.