


Name of Policy: Scheduled and Unscheduled Computer Downtime Policy Number: 3364-100-05-01 Approving Officer: Chief Executive Officer, Chief of Staff Responsible Agent: Chief Information Officer Scope: University of Toledo Medical Center – Information Technology		 Effective date: Original effective date: 6/24/1977	
Key words: Management of Computer Downtime, Scheduled, Unscheduled, Hospital Applications, Guidelines			
<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 users 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 and/or overhead announcement. The decision to call a code copper via an overhead announcement is determined by the hospital and or nursing administration in conjunction with IT.

3. UNSCHEDULED DOWNTIME

When a computer system is down, Information Technology will respond to inquiries regarding the unscheduled downtime.

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.

<p>Approved by:</p> <hr/> <p>Daniel Barbee Chief Executive Officer</p> <hr/> <p>Date</p> <hr/> <p>Puneet Sindhwani, MD Chief of Staff</p> <hr/> <p>Date</p> <p>Review/Revision Completed by: <i>HAS, Information Technology</i></p>	<p>Policies Superseded by This Policy:</p> <ul style="list-style-type: none">• <i>N/A</i> <p>Initial effective date: 6/24/1997</p> <p>Review/Revision Date:</p> <table><tr><td>9/14/81</td><td>11/8/89</td><td>9/5/2008</td></tr><tr><td>6/14/84</td><td>8/26/93</td><td>4/15/2011</td></tr><tr><td>9/7/84</td><td>7/31/96</td><td>4/1/2014</td></tr><tr><td>9/24/85</td><td>3/31/98</td><td>4/1/2017</td></tr><tr><td>11/3/86</td><td>7/9/99</td><td>4/1/2020</td></tr><tr><td>10/1/87</td><td>6/7/02</td><td>5/1/2021</td></tr><tr><td>12/14/88</td><td>4/1/05</td><td></td></tr></table> <p>Next review date:</p>	9/14/81	11/8/89	9/5/2008	6/14/84	8/26/93	4/15/2011	9/7/84	7/31/96	4/1/2014	9/24/85	3/31/98	4/1/2017	11/3/86	7/9/99	4/1/2020	10/1/87	6/7/02	5/1/2021	12/14/88	4/1/05	
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