

# MGH/MGPO Ambulatory Systems

## Downtime Manual

Partners HealthCare System, Inc.  
Partners Information Systems  
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## General Information

<b>Scope</b>	<ul style="list-style-type: none"> <li>This manual is intended as a guide for use by outpatient practice leaders and end users during <b>scheduled or unscheduled application downtime</b>.</li> <li>Please refer to the hospital's <b>Emergency Operating Procedures</b> in the event of <b>power or network outages</b>, as these situations are <u>not</u> addressed in this guide.</li> </ul>
<b>Using This Manual</b>	<ul style="list-style-type: none"> <li>Access this manual electronically at:  <a href="http://sharepoint.partners.org/mgh/practicemanagement/SiteAssets/DOWNTIME_MANUAL_V4_0.docx">http://sharepoint.partners.org/mgh/practicemanagement/SiteAssets/DOWNTIME_MANUAL_V4_0.docx</a> </li> <li>Each application section of the manual may include:                             <ul style="list-style-type: none"> <li>Troubleshooting tips</li> <li>Detailed downtime instructions</li> <li>Sample downtime forms</li> <li><u>Links</u> to other sections of the manual</li> </ul> </li> </ul>
<b>Practice Staff Responsibilities</b>	<ul style="list-style-type: none"> <li>Print and store a paper copy of the manual in an accessible location at each practice. Save a copy electronically to a thumbdrive if desired, but keep in mind that access to a PC and printer may not be available (consider an event with no power).</li> <li>Maintain and file copies of all your own practice's downtime procedures.</li> <li>Maintain and store all downtime forms (paper and electronic) in an accessible location at your practice.</li> <li>Communicate downtime procedures and location of all materials to practice staff.</li> </ul>
<b>HELP</b>	<ul style="list-style-type: none"> <li>Please contact the <b>Service Desk at 617-726-5085</b>.</li> </ul>

\*\* Please read all advisory messages received regarding application downtime \*\*

# Ambulatory Patient Tracking

## General Information

### HELP

For Patient Tracking related questions, please send a feedback via the link in the upper right corner of the main screen, or contact the **Service Desk at 617-726-5085**.

## Troubleshooting

Symptom	Probable cause
Patient arrivals, cancellations, and same-day appointments not appearing in Patient Tracking	If Epic is functioning, then interfaces from either Epic or SDR are down. Please call the Service Desk.
Patient Tracking itself is not functioning	Patient Tracking is down. Please call the Service Desk.

## Patient Tracking is down – unscheduled

- Use the schedule in Epic for the list of appointments for today.
- Patient movement to rooms and locations is not possible during the downtime.
- Indicators are not available for use during downtime.
- For practices using the Pharmacy indicator for communication about infusion medications, please call the **Pharmacy at 617-726-9244** during the downtime. During the downtime, the Pharmacy will alert nursing to the final dispense of medications.
- Practices that still have the flag system in place for exam room tracking can use that system.
- Use telephones and paging for other communication as needed.
- Updates regarding unscheduled downtime will be communicated via email to practice managers who should share the information with staff.

## Patient Tracking is not showing appointment status updates

If patient arrivals, cancellations and same day appointments are not appearing in Patient Tracking, then there is a slowness or connectivity issue with the Epic interface or the interface engine to Patient Tracking.

- Arrive patients manually by dragging them to **Wait**.
- Perform No Shows and Left Without Being Seen manually as usual.
- Cancellations and same-day appointments need to be processed in Epic; they will eventually flow into Patient Tracking once the issue has been resolved.

## Patient Tracking is down – scheduled

Downtime for maintenance and enhancements will be scheduled off hours. The support team will communicate downtime in advance via an e-mail to practice managers.

# Arrival Paging

## General Information

<b>HELP</b>	For Arrival Paging related questions, please contact the <b>Service Desk at 617-726-5085</b> or via Self Help.
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## Troubleshooting

Symptom	Probable cause
Clinicians are not receiving pages for arrived patients (or they are experiencing slowness)	Arrival Paging or its database is down, or there is an issue with the interface

### Arrival Paging is down – unscheduled

- Use the schedule in Epic (Cadence).
- Manually page the provider after patient check-in.
- Ensure all staff are aware that Arrival Paging is down and that they need to check for patients.

### Arrival Paging is down – scheduled

Downtime for maintenance and enhancements will be scheduled off hours. The support team will communicate downtime in advance via an e-mail to practice managers and Arrival Paging users.

## Electronic Charge Capture (ECC) Integrated Coding Module (ICM-MD)

### General Information

<b>HELP</b>	<ul style="list-style-type: none"> <li>For Integrated Coding Module questions, please contact the <b>Service Desk at: 617-726-5085</b> or ICM Support Team: <a href="mailto:mgpopboicmmdadmin@partners.org">mgpopboicmmdadmin@partners.org</a></li> </ul>
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### Downtime Communications

<b>Scheduled or Unscheduled</b>	<ul style="list-style-type: none"> <li>All ICM-MD users receive email notifications when ICM-MD is down and again when the system is available.</li> </ul>
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### Downtime Procedures

<b>All ECC Users</b>	<ul style="list-style-type: none"> <li>During ICM-MD downtime:             <ul style="list-style-type: none"> <li>Add applicable charge elements to the patient note in Epic or</li> <li>Track charge information on paper, an Excel spreadsheet or other department specific template</li> </ul> </li> </ul>
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### Recovery Procedures

<b>All ECC Users</b>	<ul style="list-style-type: none"> <li>When ICM-MD is available:             <ul style="list-style-type: none"> <li>Reference the patient note and other downtime forms for charge entry information and add to ICM-MD using regular charge entry workflows.</li> </ul> </li> </ul>
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## Electronic Charge Capture

Date of Service:

MRN	Patient Name	Reason for visit	Face-to-face time	Diagnosis (ICD-9 / 10) code(s) if known	CPT code(s) if known	Technical Charge(s)	Professional Charge(s)	Notes
<i>Place sticker here if available</i>								
<i>Place sticker here if available</i>								
<i>Place sticker here if available</i>								
<i>Place sticker here if available</i>								
<i>Place sticker here if available</i>								

# Epic Ambulatory

## Downtime Tool and Resource (BCA) Guide

Scenario	Tools to Use	Use to:	How to Access
<b>Epic not available/ network is available</b>	<b>Epic System Read-Only (SRO)</b> - an environment that is only as up-to-date as when it was last refreshed by Production – meaning it may lag behind Production by seconds or minutes.	<ul style="list-style-type: none"> <li>View and print Department Appointment Report (DAR)</li> <li>Print labels for scheduled patients from the DAR.</li> <li>View and print a patient’s clinical data online, up-to-date as of downtime.</li> </ul>	Select <b>Epic Read-Only</b> from  Partners Applications menu.   Epic Read-Only SRO
<b>Epic and Network <i>not</i> available</b>  <b>PeC BCA Tip Sheet – Quick Reference</b>  PeC BCA Tip Sheet - Downtime Tool Quick  <b>PeC BCA Tip Sheet</b>  Adobe Acrobat Document	<b>BCA PC</b>  Username: <code>.\PHSBCA</code> <i>(type exactly as shown)</i>  Password: <code>failsafe</code>  <i>(It is NOT recommended to batch print 'all' as summaries may be multiple pages in length each)</i>	<ul style="list-style-type: none"> <li>Print DAR.</li> <li>Print individual patient Clinical Summaries for scheduled patients.</li> </ul>	Select <b>Reports</b> from designated BCA PC.
	<b>BCA Printer (Local)</b>	<ul style="list-style-type: none"> <li>Print DAR and Clinical Summaries.</li> <li>Print Tip Sheets, templates and guidance documents from local drive of BCA PC.</li> </ul>	Ensure the designated BCA Printer is attached to the identified BCA PC via a local printer cable supplied during BCA set-up.

## Downtime Communications


Scheduled	<ul style="list-style-type: none"> <li>Downtime for maintenance and enhancements will be scheduled off hours.</li> <li>Reminder emails 1 week, 1 day, and 60 minutes prior to downtime.</li> <li>Citrix pop-up notifications 30, 10, and 5 minutes prior to downtime.</li> </ul>
Unscheduled	<ul style="list-style-type: none"> <li>Users receive a downtime notification in Outlook (if available).</li> </ul>

## General Information

<b>HELP</b>	<ul style="list-style-type: none"> <li>Please contact the <b>Service Desk at 617-726-5085</b>.</li> <li>For policy and procedure questions, please contact the MGH Health Information Services (HIS) department 617-726-2465.</li> </ul>
<b>Materials On Hand</b>	<ul style="list-style-type: none"> <li>Printed DAR(s).</li> <li>Patient <a href="#">Appointment Scheduling Tracking Log</a></li> <li>Patient Note Templates &amp; Patient Intake Forms – electronic and/or printed.</li> <li>Medication Request Logs - electronic and/or printed.</li> <li>Prescription pads (if using), in secured location.</li> <li>Multi-part paper lab forms.</li> <li>Radiology paper forms.</li> <li>Referral Templates – electronic and/or printed.</li> <li>Paper <a href="#">Communications Log</a>.</li> </ul>



## Responsibilities

<p><b>Practice Managers</b></p>	<ul style="list-style-type: none"> <li>• Communicate downtime status to all staff.</li> <li>• Ensure adequate staffing to handle increased phone call volume and paper processes.</li> <li>• Once Epic Ambulatory system is available:                         <ul style="list-style-type: none"> <li>➤ Manage staff in recovery/reconciliation and paper document disposal processes.</li> </ul> </li> </ul>
<p><b>Support Staff</b></p>	<ul style="list-style-type: none"> <li>• Reference <b>DAR</b> for patient names and MRNs to add to downtime notes and manage appointment statuses (i.e. arrival, no show and cancellations).</li> <li>• Document future appointment scheduling needs information on the <a href="#">Appointment Scheduling Tracking Log</a></li> <li>• Notify clinicians when patients have arrived (if Patient Tracking or other systems used are not available).</li> <li>• Ensure multi-part paper lab and radiology forms are stocked in exam rooms and offices.</li> <li>• Assist with reconciliation of patient information once the system is available.</li> <li>• Paper forms used to document on a specific patient can be inter-office mailed to Health Information Management (HIM) or faxed using the standard faxing guidelines provided by HIM. These forms should contain the specialized 3D  barcode for proper indexing in the patient’s chart.</li> </ul>

# Epic Ambulatory


## Quick Access

## Section:


Identifying and labeling patients	<a href="#">Registration</a>
Accessing and documenting changes to schedule	<a href="#">Schedule</a>
Documenting patient intake/rooming information	<a href="#">Patient Intake</a>
Documenting notes	<a href="#">Notes</a>
Adding orders (Labs, Radiology, Medications, Referrals)	<a href="#">Ordering</a>
Viewing test results	<a href="#">Results</a>
Reconciling and recovering downtime data	<a href="#">Recovery</a>

## Downtime Activities

### Registration

Action	Steps
<b>Validate patient demographics</b>	<ul style="list-style-type: none"> <li>From the Partners Applications menu , access the Epic read-only SRO environment.</li> <li>Staff can either perform a patient lookup via the Appts button or access patients from the Downtime Department Appointment Report (DAR).</li> <li>Verify basic demographic (Reg) elements:                             <ul style="list-style-type: none"> <li>Full name</li> <li>DOB</li> <li>Address</li> <li>Phone numbers</li> <li>PCP</li> <li>Language</li> <li>Coverage (Insurance)</li> </ul> </li> <li>If updates / edits are necessary, transfer the patient to the RRC.</li> <li>Inform the patient of the downtime and that edits may take some time to be entered and reflected in the system when it is back up.</li> </ul>

### Scheduling

Action	Steps
<b>Identify scheduled patients:</b>  Network is available	<ul style="list-style-type: none"> <li>From the Partners Applications menu , access <b>Epic system read-only SRO</b> and select <b>"PHS Check In DAR"</b> or <b>DeptAppts</b> from the activity toolbar.</li> <li>Print the <b>DAR</b>.</li> <li>Reference patient information from Patient Tracking if used.</li> </ul>
<b>Identify scheduled patients:</b>  Network is <u>not</u> available	<ul style="list-style-type: none"> <li>Log on to a designated BCA PC  <b>Username:</b> .\PHSBCA    <b>Password:</b> failsafe    <i>(type exactly as shown)</i></li> <li>Print and reference DAR report.</li> </ul>
<b>Document appointment scheduling information</b>	<ul style="list-style-type: none"> <li>Use the printed DAR to search for and document patients appointment status (i.e. arrivals, no shows and cancellations).</li> <li>Document appointment scheduling information on the <a href="#">Appointment Scheduling Tracking Log</a>.</li> </ul>

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<b>Downtime labels</b>	<ul style="list-style-type: none"> <li>Print labels for scheduled appointments from <b>SRO</b> (may also available from BCA PCs).</li> <li>Hand-write downtime labels if printed labels are unavailable. Include: Patient full name (last, first) Date of birth (mm/dd/yyyy) MRN</li> <li>Affix labels to downtime forms/requisitions/specimens.</li> </ul>
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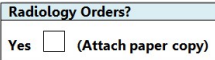
Patient Intake/Rooming

Action	Steps
<b>Access patient clinical information</b>	<ul style="list-style-type: none"> <li>View patient clinical data from SRO or,</li> <li>View or print patient Clinical Summary from BCA PC reports.</li> </ul>
<b>Document patient-reported information and vitals</b>	<ul style="list-style-type: none"> <li>Obtain downtime <a href="#">Patient Intake/Rooming Form</a>.</li> <li>Hand-write patient-reported information and vitals on Patient Intake/Rooming forms and sign and date as appropriate.</li> <li>Make available to next provider of care.</li> </ul>

Documenting Notes

Action	Steps
<b>Document Notes</b>	<ul style="list-style-type: none"> <li>Reference Patient Intake/Rooming forms for patient-reported and vitals data.</li> <li>View patient clinical information via SRO or Clinical Summary (BCA PC).</li> <li>Ensure <a href="#">Downtime Note Template</a> has patient identifier label attached.</li> <li>Hand-write all sections of paper downtime Patient Note as appropriate.</li> <li>Sign and date downtime Patient Note.</li> <li>Retain all downtime documentation for reconciliation.</li> </ul>

Placing Orders

Action	Steps
<b>Order Lab Tests</b>  <a href="#">Approved Lab Requisitions</a>	<ul style="list-style-type: none"> <li>Complete multi-part paper lab requisition, sign and date.</li> <li>Mark 'Yes' box of Lab Orders section of downtime note:  and attach a copy of the lab request form.</li> </ul>
<b>Order Radiology</b>  <a href="#">Radiology Requisition PDFs</a>	<ul style="list-style-type: none"> <li>Complete paper radiology order form, sign and date.</li> <li>Mark 'Yes' box of Radiology Orders section of downtime note:  and attach a copy of the radiology request form.</li> </ul>
<b>Order Referrals</b>	<ul style="list-style-type: none"> <li>Complete, sign and date the <a href="#">Referral Template</a>.</li> </ul>
<b>Order Medications: Patient present</b>	<ul style="list-style-type: none"> <li>Complete 'Prescribed Medications' section of downtime note.</li> <li>Inform patient that there may be a delay in medication order placement.</li> </ul>
<b>Order Medications: Patient not present</b>	<ul style="list-style-type: none"> <li>Call the pharmacy to order urgent medications.</li> <li>Add details of all medication requests to the <a href="#">Patient Medication Request Log</a> .</li> </ul>

## Viewing Test Results

Action	Steps						
<b>View test results</b>	<p>If the <b>Results system is not available</b>, or if <i>new</i> results are not available (Cache is down) call the following labs directly:</p> <table border="1"> <tbody> <tr> <td><b>Blood Bank 617-726-3623</b></td> <td><b>Chemistry 617-726-3637</b></td> </tr> <tr> <td><b>Hematology 617-723-0340</b></td> <td><b>Microbiology 617-726-7919</b></td> </tr> <tr> <td><b>Radiology 617-723-0003 Pager: 34188</b></td> <td><b>Surgical Pathology 617-726-2967</b></td> </tr> </tbody> </table>	<b>Blood Bank 617-726-3623</b>	<b>Chemistry 617-726-3637</b>	<b>Hematology 617-723-0340</b>	<b>Microbiology 617-726-7919</b>	<b>Radiology 617-723-0003 Pager: 34188</b>	<b>Surgical Pathology 617-726-2967</b>
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<b>Radiology 617-723-0003 Pager: 34188</b>	<b>Surgical Pathology 617-726-2967</b>						

## Recovery and Reconciliation

### Registration

Action	Steps
<b>Non-PRDS Practices</b>	<ul style="list-style-type: none"> <li>There are no documented reconciliation processes for non-PRDS practices as edits should have been made during downtime via the RRC or a PRDS practice. Specific instructions will be provided in an event where the above was not possible.</li> </ul>


### Scheduling

Action	Steps
<b>Reconcile scheduling data</b>	<ul style="list-style-type: none"> <li>Reconcile scheduling data in the <b>following order</b>:                             <ol style="list-style-type: none"> <li>Patient Arrivals</li> <li>No Shows</li> <li>Make Appointments</li> <li>Cancellations</li> <li>Other Changes</li> </ol> </li> </ul>
<b>Reconcile call backs</b>	<ul style="list-style-type: none"> <li>Use the <a href="#">Appointment Scheduling Tracking Log</a> as a reference for calling patients back when the scheduling system is available.</li> </ul>

### Clinical

Action	Steps
<b>File downtime paper forms</b>	<ul style="list-style-type: none"> <li>Appropriate staff attach downtime Patient Intake, Patient Note and lab or radiology order sheets per patient and file in a secure location.</li> </ul>
<b>Reconcile patient intake/rooming data</b>	<ul style="list-style-type: none"> <li>Appropriate staff reference downtime patient intake forms and add data to patient's chart in Epic.</li> </ul>
<b>Reconcile medications and e-prescribe</b>	<ul style="list-style-type: none"> <li>Providers reference downtime Provider Medication Log and downtime notes that include newly prescribed medications and add medication orders in Epic.                             <ul style="list-style-type: none"> <li>Medications that were called in to pharmacy during downtime should be added to the patient chart but not re-prescribed.</li> </ul> </li> </ul>

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<p><b>Reconcile downtime notes</b></p>	<ul style="list-style-type: none"> <li>• Paper forms used to document on a specific patient can be inter-office mailed to Health Information Management (HIM) or faxed using the standard faxing guidelines provided by HIM. These forms should contain the specialized 3D  barcode for proper indexing in the patient’s chart.</li> </ul>
<p><b>Reconcile lab orders</b></p>	<ul style="list-style-type: none"> <li>• Reference all downtime notes that have Lab Orders marked ‘Yes’ (including attached paper lab request forms), and check patient chart in Epic to see if the lab has ordered the tests.                             <ul style="list-style-type: none"> <li>○ If the order was not entered by the Lab, add order in Epic.</li> </ul> </li> <li>• File or dispose of paper lab requisition copies per department procedures.</li> </ul>
<p><b>Reconcile radiology orders</b></p>	<ul style="list-style-type: none"> <li>• Reference all downtime notes that have Radiology Orders marked ‘Yes’ (including attached paper Radiology request forms), and check patient chart in Epic to see if the Radiology test has been ordered.                             <ul style="list-style-type: none"> <li>○ If the Radiology department has not entered the order, add order in Epic.</li> </ul> </li> <li>• File or dispose of paper radiology requisition copies per department procedures.</li> </ul>
<p><b>Charging Recovery</b></p>	<ul style="list-style-type: none"> <li>• Appropriate staff reconcile charges according to site-specific procedures.</li> </ul>



Name: \_\_\_\_\_  
MRN: \_\_\_\_\_ DOB: \_\_\_\_\_  
*LABEL*

## Ambulatory Downtime Patient Intake Form

Other Patient Information						
Vital Signs						
Height:	Weight:	BP:	Temp:	Pulse:	Resp Rate:	02SAT:
Immunizations Given						
Product:		Given By:		Route:		Dose:
Smoking Status:						
<input type="radio"/> Never smoker	<input type="radio"/> Former smoker	<input type="radio"/> Smoker, current status unknown	<input type="radio"/> Heavy tobacco smoker			
<input type="radio"/> Current every day smoker	<input type="radio"/> Smoker, current status unknown	<input type="radio"/> Unknown, if ever smoked	<input type="radio"/> Light tobacco smoker			
Depression Screening:						
Over the last 2 weeks, how often have you been bothered by any of the following problems:		Not at all	Several days	More than half the days	Nearly every day	
Little interest or pleasure in doing things		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Feeling down, depressed or hopeless		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
				Pain Level (0-10):		
Problems:				No Changes <input type="checkbox"/>		
Allergies:				No Changes <input type="checkbox"/>		
Medications:				No Changes <input type="checkbox"/>		
Renewal Requests:						
Staff Name:				Date:		



Name:

*LABEL*

MRN:

DOB:

## Ambulatory Downtime Note

### Note

#### Prescribed Medications:

Pharmacy	Called Y/N	Medication	Strength/Form / Take	Freq	Duration	Comments

Lab Orders?	Radiology Orders?	Next Appointment
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Yes <input type="checkbox"/> (attach paper copy)	Yes <input type="checkbox"/> (attach paper copy)	
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Provider Signature:	Date:
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### Provider Name – Print:

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## Radiology Department Requisition Forms

Category	Forms
<b>Non Urgent Non-Same Day and Walk In Same Day Requests</b>	 Xray.pdf  CT.pdf  MRI.pdf  US.pdf
<b>Urgent Same Day Requests to Emergency Radiology</b>	 EmerRad_XRAY.pdf  EmerRad_CT.pdf  EmerRad_MRI.pdf  EmerRad_US.pdf

## Approved Lab Forms

Requisition	Form #	Version		Requisition	Form #	Version
Anticoagulation Mgmt (AMS)	84582	9/15		Molecular Diagnostics (CAMD)	86568	9/14
Bone Marrow	86052	9/15		HIV (occ. exposure incidents only)	11693	9/15
BTS Blood Product	10693	3/15		Outpatient (Generic)	83608	8/15
BTS Derivative	12693	9/15		Pediatric Neonate	83703	9/15
Chelsea	70245	9/15		Revere	80870	9/15
Cytogenetics	84445	7/04		Special Coagulation	70130	9/15
Cytology	10299	9/15		Surgical Pathology	10016	9/15
Flow Cytometry	84449	9/15		Waltham	87376	9/15
Histocompatibility HLA	70270	8/15		YCOC	84451	9/15



## Sample Communications Log

**Time of Call:** \_\_\_\_\_ **Patient Name:** \_\_\_\_\_ **DOB:** \_\_\_\_\_

**MRN** \_\_\_\_\_ **Provider** \_\_\_\_\_

**Reason for call:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**RN Receiving message:** \_\_\_\_\_ **Time of return call:** \_\_\_\_\_

**Outcome:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Date and Time entered into Epic:** \_\_\_\_\_

**Time of Call:** \_\_\_\_\_ **Patient Name:** \_\_\_\_\_ **DOB:** \_\_\_\_\_

**MRN** \_\_\_\_\_ **Provider** \_\_\_\_\_

**Reason for call:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**RN Receiving message:** \_\_\_\_\_ **Time of return call:** \_\_\_\_\_

**Outcome:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Date and Time entered into Epic:** \_\_\_\_\_

# Referral Template



Name:	
<i>LABEL</i>	
MRN:	DOB:

Patient Information	
Name:	
MRN:	DOB:
Patient Contact Info:	Other Info:
Referring Information	
Referred To Department:	
Referring Department:	Referring Provider:
Referral Reason, Clinical Details and Urgency	
Referral Reason:	
Referral Detail/Question:	
Requested Urgency:	
Requested Provider (if applicable):	
Requested Campus (if applicable):	
Comments and Communications	
Comments/patient accommodation and specific needs:	
Communication Log (incoming/outgoing):	

**Requestor:**

**Requestor Email/Phone:**

\_\_\_\_\_  
**MD Signature:**

**Date:**



**Registrar:** \_\_\_\_\_

MR #: _____	HIPAA Flg: _____	Intl/LTD _____	Conf _____
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<b>L - Name:</b> _____ <b>SS#</b> _____ <b>DOB:</b> _____  <b>Religion:</b> _____ <b>Vet?:</b> _____	<b>F-Name:</b> _____ <b>MI:</b> _____ <b>Sex:</b> _____ <b>Mar Stat:</b> _____ <b>M-Maiden:</b> _____  <b>PCP:</b> _____
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Race/Ethnicity	Language/Education
<b>Race-A:</b> _____ <b>Race-B:</b> _____ <b>Race-Text:</b> _____ <b>Ethnicity-A:</b> _____ <b>Ethnicity-B:</b> _____ <b>Ethnicity-Text:</b> _____	<b>Language:</b> _____ <b>Education Level:</b> _____ <b>Education Level Text:</b> _____ <b>Country of Education:</b> _____

Patient Address	Local Address
<b>Homeless:</b> _____ <b>Addr 1:</b> _____ <b>Addr 2:</b> _____ <b>Zip:</b> _____ <b>City:</b> _____ <b>State:</b> _____  <b>Day phone:</b> _____ <b>Ext:</b> _____ <b>Eve Phone:</b> _____ <b>Ext:</b> _____	<b>L-Ad=Perm:</b> _____ <b>Loc Addr:</b> _____ <b>Addr Cont:</b> _____ <b>Loc Zip:</b> _____ <b>Loc City:</b> _____ <b>Loc State:</b> _____  <b>Loc Phone:</b> _____ <b>Ext:</b> _____

International Patient Address	International Patient -Local Address
<b>Int Addr 1:</b> _____ <b>Int Addr 2:</b> _____ <b>Int Addr 3:</b> _____ <b>Int Addr 4:</b> _____ <b>Country:</b> _____ <b>Int Phone:</b> _____	<b>L-Ad=Perm:</b> _____ <b>Loc Addr:</b> _____ <b>Addr Cont:</b> _____ <b>Loc Zip:</b> _____ <b>Loc City:</b> _____ <b>Loc State:</b> _____  <b>Loc Phone:</b> _____ <b>Ext:</b> _____

Employer Information	Contact Information
<p>Emp Name: _____</p> <p>Emp Addr: _____</p> <p>Add Cont: _____</p> <p>Zip: _____ City: _____ State: _____</p> <p>Bus Phone: _____ Ext: _____</p>	<p>Cont Rel: _____ Addr=Pt?: _____</p> <p>Cont L-Nm: _____</p> <p>Cont F-Nm: _____</p> <p>Addr: _____</p> <p>Addr Cont: _____</p> <p>Zip: _____ City: _____ State: _____</p> <p>Home Phone: _____</p> <p>Bus Phone: _____ Ext: _____</p>
Guarantor Information	
<p>Guar Rel: _____</p> <p>Guar L-Nm: _____</p> <p>Guar F-Nm: _____ Guar MI: _____</p> <p>Guar SSN: _____ Addr = PT?: _____</p> <p>Addr 1: _____</p> <p>Addr 2: _____</p> <p>Zip: _____ City: _____ State: _____</p> <p>Phone: _____</p>	<p>Intl Add1: _____</p> <p>Intl Add2: _____</p> <p>Intl Add3: _____</p> <p>Intl Add4: _____</p> <p>Intl Phone: _____</p> <p>Country: _____</p> <p>Guar Emp: _____</p> <p>Emp Addr: _____</p> <p>Add Cont: _____</p> <p>Emp Zip: _____ City: _____ State: _____</p> <p>Bus Phone: _____ Ext: _____</p>

**Insurance information**

Is this a WC? \_\_\_\_ (If Yes, complete lines below)  
 Is this a MVA? \_\_\_\_ (If Yes, complete lines below)

Acc Date: \_\_\_\_\_ Acc State: \_\_\_\_\_ Acc Country: \_\_\_\_\_  
 Adjuster Name: \_\_\_\_\_ Claim #: \_\_\_\_\_

<b>Primary Insurance</b>	<b>Secondary Insurance</b>
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Ins Name: \_\_\_\_\_  
 Add 1: \_\_\_\_\_  
 Add 2: \_\_\_\_\_  
 Zip: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Rel of Pat to Sub: \_\_\_\_\_  
 Subs L-Nm: \_\_\_\_\_ Subs F-Nm: \_\_\_\_\_  
 Sex: \_\_\_\_\_ Sub DOB: \_\_\_\_\_  
 Subs SS#: \_\_\_\_\_  
 Subs Employer: \_\_\_\_\_  
 Subs Emp City: \_\_\_\_\_ Emp State: \_\_\_\_\_  
 Policy # \_\_\_\_\_ Group # \_\_\_\_\_

Ins Name: \_\_\_\_\_  
 Add 1: \_\_\_\_\_  
 Add 2: \_\_\_\_\_  
 Zip: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Rel of Pat to Sub: \_\_\_\_\_  
 Subs L-Nm: \_\_\_\_\_ Subs F-Nm: \_\_\_\_\_  
 Sex: \_\_\_\_\_ Sub DOB: \_\_\_\_\_  
 Subs SS#: \_\_\_\_\_  
 Subs Employer: \_\_\_\_\_  
 Subs Emp City: \_\_\_\_\_ Emp State: \_\_\_\_\_  
 Policy # \_\_\_\_\_ Group # \_\_\_\_\_

**Completion Value(circle one):**

New Patient Demographic Change Demo & Insurance Change Demo & PCP Change Insurance Change	Insurance Change/ PCP Change PCP / PCC Change Financial Coun Multi Task Other: _____ Clear Reg (circle one):    Yes    No
---	---

**Comments:**

## Epic – ADT/Prelude (Registration)

### Downtime Communications

<b>Scheduled</b>	<ul style="list-style-type: none"> <li>Downtime for maintenance and enhancements will be scheduled off hours.</li> <li>Reminder emails 1 week, 1 day, and 60 minutes prior to downtime.</li> <li>Citrix pop-up notifications 30, 10, and 5 minutes prior to and following downtime.</li> </ul>
<b>Unscheduled</b>	<ul style="list-style-type: none"> <li>Users receive a downtime notification in Outlook (if available) and where applicable, from the Business Services Team indicating downtime levels as noted above.</li> </ul>


### General Information

<b>HELP</b>	<ul style="list-style-type: none"> <li>Please contact the <b>Service Desk at 617-726-5085</b>.</li> <li>For policy and procedure questions, please contact the MGH Health Information Services (HIS) department 617-726-2465.</li> </ul>
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### Responsibilities

<b>Practice Managers</b>	<ul style="list-style-type: none"> <li>Communicate Epic (ADT/Prelude) Downtime status to all staff.</li> <li>Inform staff to use Epic-SRO</li> <li>Instruct staff to transfer patients needing new MGH MRNs and patients who need to update registration information to the Registration and Referral Center (RRC) if during normal business hours. After hours: instructions provided by Business Services Team.</li> </ul>
<b>Support Staff</b>	<ul style="list-style-type: none"> <li>Validate basic registration information made available from Epic-SRO</li> <li>Transfer patients in need of new MGH MRNs or existing patients in need of updating registration information to the RRC or provide the patient with the RRC contact number (866) 211-6588 during normal business hours. <i>After hours as above.</i></li> </ul>

### Downtime Procedures

Action	Steps
<b>Validate patient demographics</b>	<ul style="list-style-type: none"> <li>From the Partners Applications menu , access Epic system read-only SRO.</li> <li>Staff can either perform a patient lookup via the Appts button or access patients from the Downtime Department Appointment Report (DAR).</li> <li>Verify basic demographic (Reg) elements:                             <ul style="list-style-type: none"> <li>Full name</li> <li>DOB</li> <li>Address</li> <li>Phone numbers</li> <li>PCP</li> <li>Language</li> <li>Coverage (Insurance)</li> </ul> </li> <li>If updates / edits are necessary, transfer the patient to the RRC.</li> <li>Inform the patient any edits may take time to be reflected in the system.</li> </ul>

### Downtime Recovery Process


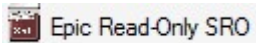


Action	Steps
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<p><b>Non-Registration Practices</b></p>	<ul style="list-style-type: none"> <li>There are no documented reconciliation processes for practices as edits should have been made during downtime via the RRC. Specific instructions will be provided in an event where the above was not possible.</li> </ul>
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## Epic – Cadence (Scheduling) Downtime Scenarios

### Downtime Tool and Resource (BCA) Guide

Scenario	Tools to Use	Use to:	How to Access
<p><b>Epic not available/ network is available</b></p>	<p><b>Epic System Read-Only (SRO)</b> - an environment that is only as up-to-date as when it was last refreshed by Production – meaning it may lag behind Production by seconds or minutes.</p>	<ul style="list-style-type: none"> <li>View and print Department Appointment Report (DAR)</li> <li>Print labels for scheduled patients from the DAR.</li> <li>View and print a patient’s clinical data online, up-to-date as of downtime.</li> </ul>	<p>Select <b>Epic Read-Only</b> from  Partners Applications menu.</p> 
<p><b>Epic and Network <i>not</i> available</b></p> <p><b>PeC BCA Tip Sheet – Quick Reference</b></p>  <p>PeC BCA Tip Sheet - Downtime Tool Quick</p> <p><b>PeC BCA Tip Sheet</b></p>  <p>Adobe Acrobat Document</p>	<p><b>BCA PC</b></p> <p>Username: <code>.\PHSBCA</code> <i>(type exactly as shown)</i></p> <p>Password: <code>failsafe</code></p> <p><b>BCA Printer (Local)</b></p>	<ul style="list-style-type: none"> <li>Print DAR.</li> <li>Print individual patient Clinical Summaries for scheduled patients.</li> </ul> <p><i>(It is NOT recommended to batch print 'all' as summaries may be multiple pages in length each)</i></p> <ul style="list-style-type: none"> <li>Print DAR and Clinical Summaries.</li> <li>Print Tip Sheets, templates and guidance documents from local drive of BCA PC.</li> </ul>	<p>Select <b>Reports</b> from designated BCA PC.</p> <p>Ensure the designated BCA Printer is attached to the identified BCA PC via a local printer cable supplied during BCA set-up.</p>

### Downtime Communications


<p>Scheduled</p>	<ul style="list-style-type: none"> <li>Downtime for maintenance and enhancements will be scheduled off hours.</li> <li>Reminder emails 1 week, 1 day, and 60 minutes prior to downtime.</li> <li>Citrix pop-up notifications 30, 10, and 5 minutes prior to downtime.</li> </ul>
<p>Unscheduled</p>	<ul style="list-style-type: none"> <li>Users receive a downtime notification in Outlook (if available), indicating downtime levels described above.</li> </ul>

### General Information


<p><b>HELP</b></p>	<ul style="list-style-type: none"> <li>Please contact the <b>Service Desk at 617-726-5085</b>.</li> <li>For policy and procedure questions, please contact the MGH Health Information Services (HIS) department 617-726-2465.</li> </ul>
<p><b>Materials On Hand</b></p>	<ul style="list-style-type: none"> <li>Printed DAR(s).</li> <li>Patient <a href="#">Appointment Scheduling Tracking Log</a></li> <li>Referral Templates – electronic and/or printed.</li> </ul>

- Paper [Communications Log](#).

## Responsibilities

<p><b>Practice Managers</b></p>	<ul style="list-style-type: none"> <li>• Communicate downtime status to all staff.</li> <li>• Ensure adequate staffing to handle increased phone call volume and paper processes.</li> <li>• Once Cadence is available:                         <ul style="list-style-type: none"> <li>➢ Manage staff in recovery/reconciliation and paper document disposal processes.</li> </ul> </li> </ul>
<p><b>Support Staff</b></p>	<ul style="list-style-type: none"> <li>• Reference <b>DAR</b> for patient names and MRNs to add to downtime notes and manage appointment statuses (i.e. arrival, no show and cancellations).</li> <li>• Document future appointment scheduling needs information on the <a href="#">Appointment Scheduling Tracking Log</a></li> <li>• Notify clinicians when patients have arrived (if Patient Tracking or other systems used are not available).</li> <li>• Assist with reconciliation of patient information once the system is available.</li> <li>• Paper forms used to document on a specific patient can be inter-office mailed to Health Information Management (HIM) or faxed using the standard faxing guidelines provided by HIM. These forms should contain the specialized 3D  barcode for proper indexing in the patient’s chart.</li> </ul>

## Procedures

Action	Steps
<p><b>Identify scheduled patients:</b></p> <p>Network is available</p>	<ul style="list-style-type: none"> <li>• From the Partners Applications menu , access <b>Epic system read-only SRO</b> and select <b>“PHS Check In DAR”</b> or <b>DeptAppts</b> from the activity toolbar.</li> <li>• Print the <b>DAR</b>.</li> <li>• Reference patient information from Patient Tracking if used.</li> </ul>
<p><b>Document appointment scheduling information</b></p>	<ul style="list-style-type: none"> <li>• Use the printed DAR to search for and document patients appointment status (i.e. arrival, no show and cancellations).</li> <li>• Document appointment scheduling information on the <a href="#">Appointment Scheduling Tracking Log</a>.</li> </ul>
<p><b>Downtime labels</b></p>	<ul style="list-style-type: none"> <li>• Print labels for scheduled appointments from SRO (may also available from BCA PCs).</li> <li>• Hand-write downtime labels if printed labels are unavailable.                         <ul style="list-style-type: none"> <li>Include:                                 <ul style="list-style-type: none"> <li>• Patient full name (last, first)</li> <li>• Date of birth (mm/dd/yyyy)</li> <li>• MRN</li> </ul> </li> </ul> </li> <li>• Affix labels to downtime forms/requisitions/specimens.</li> </ul>

## Recovery and Reconciliation

Action	Steps
<p><b>Reconcile scheduling data</b></p>	<ul style="list-style-type: none"> <li>• Reconcile scheduling data in the <b>following order</b>:                         <ol style="list-style-type: none"> <li>6. Patient Arrivals</li> <li>7. No Shows</li> <li>8. Make Appointments</li> <li>9. Cancellations</li> <li>10. Other Changes</li> </ol> </li> </ul>
<p><b>Reconcile call backs</b></p>	<ul style="list-style-type: none"> <li>• Use the <a href="#">Appointment Scheduling Tracking Log</a> as a reference for calling patients back when the scheduling system is available.</li> </ul>



# Epic Radiant (Radiology)

## Troubleshooting

Symptom	Section
Unable to enter orders	Epic is unavailable, see <a href="#">Ordering Imaging Services</a>
Unable to view results	<a href="#">Imaging Results</a> options
Unable to view images	<a href="#">Image Viewing</a> options

## General Information

<b>HELP</b>	<p>For Imaging related questions, please contact the Imaging Informatics Service Desk:</p> <ul style="list-style-type: none"> <li>Phone: 617-643-0003 - Mon-Fri 7am - 6pm, Pager: 34188 available 24/7.</li> </ul> <p>For policy and procedure questions, please contact the MGH Health Information Services (HIS) department:</p> <ul style="list-style-type: none"> <li>Phone 617-726-2465.</li> </ul>
<b>Materials On Hand</b>	<ul style="list-style-type: none"> <li>Practice Managers should have on hand hard copies of the paper <a href="#">Radiology Requisitions</a> available to distribute to staff when needed.</li> <li>If the test is not urgent, retain a copy of paper requisition to enter when Epic is back online.</li> </ul>

## Ordering Imaging Services (Epic ordering is unavailable)

Action	Steps
<b>Imaging Orders MGH Main Campus</b>	<p>If Epic is unavailable, referring physicians will typically fill out a paper requisition and follow the steps below based on the urgency of the request.</p> <p><b>Non-urgent and / or non-same day requests:</b></p> <ol style="list-style-type: none"> <li>Referring providers will fill out a paper requisition and enter it when Epic is back online.                             <ol style="list-style-type: none"> <li>If a standard paper order form is not available, the referring physician may use the generic order form or whatever letter head / order form, they have in their offices.</li> <li>They may also have the patient bring the paper form with them to the appointment.</li> </ol> </li> </ol> <p><b>Walk in X-RAY same day requests (between 07:30 a.m. and 06:00 p.m.):</b></p> <ol style="list-style-type: none"> <li>Referring providers will fill out a <a href="#">paper requisition</a>.                             <ol style="list-style-type: none"> <li>If a standard paper order form is not available, the referring physician may use the generic order form or whatever letter head / order form, they have in their offices.</li> </ol> </li> <li>The patient may bring the paper form with them to the appointment if going directly to Yawkey OP Center, WANG ACC2, or Sports Medicine.                             <ol style="list-style-type: none"> <li>When the patient arrives, the RSR at the location will schedule the exam for the patient.</li> </ol> </li> </ol>

Action	Steps
	<p>3. Exam requests may also be sent via phone or fax the request to the Schedule Service Center: Phone 617-724-9729, Fax: 617-726-8374</p> <ol style="list-style-type: none"> <li>a. Once received, the paper order will be verified, processed, and scanned into Epic, and associated with the scheduled exam and its accession number.</li> <li>b. Referring provider is notified of patient appointment scheduled day.</li> </ol> <p><b>CT, MRI, US or other same day requests (between 07:30 a.m. and 06:00 p.m.):</b></p> <ol style="list-style-type: none"> <li>1. Contact the Schedule Service Center: Phone 617-724-9729, Fax: 617-726-8374             <ol style="list-style-type: none"> <li>a. Once received, the paper order will be verified, processed, scanned into Epic, and associated with the scheduled exam and its accession number.</li> <li>b. Referring provider is notified of patient appointment time and location.</li> </ol> </li> </ol>
<p><b>After hours and Emergency requests</b></p>	<p><b>Requests after business hours (after 6 p.m. and before 7:30 a.m.) should be sent to Emergency Radiology:</b></p> <ol style="list-style-type: none"> <li>2. Referring provider will fill out an <a href="#">urgent same day requisition</a>.</li> <li>3. Contact Emergency Radiology on White 1 at Phone 617 726-3050, Fax 617-726-3634</li> </ol> <p><b>If the patient requires Emergency Room Care:</b></p> <ol style="list-style-type: none"> <li>1. Referring provider may fill out an urgent same day requisition.</li> <li>2. Contact Emergency Radiology on White 1 at Phone 617 726-3050, Fax 617-726-3634</li> </ol>
<p><b>Imaging Orders Off-sites</b></p>	<p><b>Offsite locations</b> Contact the following locations:</p> <ul style="list-style-type: none"> <li>• MGH Charlestown Healthcare Center requests: Phone 617-724-8146</li> <li>• MGH Chelsea Health Center requests (XR and US): Phone 617-889-8510, Fax 617-887-3701</li> <li>• MGH Chelsea Imaging (PET, CT, and MRI) requests: Phone 617-887-3500, Fax 617-887-3580</li> <li>• MGH North Shore Center for Outpatient Care (Danvers) requests: Phone 978-882-6184, Fax 978-882-6141</li> <li>• MGH Revere Healthcare Center requests: Phone 781-485-6180, Fax 781-485-6188</li> <li>• MGH West – Waltham requests:             <ul style="list-style-type: none"> <li>○ Nuclear Medicine, Routine X-Ray, Fluoroscopy, Bone Densitometry, Pediatrics, and Ultrasound:                 <ul style="list-style-type: none"> <li>▪ Phone 781-487-6010, Fax 781-487-6120</li> </ul> </li> <li>○ CT and MRI:                 <ul style="list-style-type: none"> <li>▪ Phone 781-487-6020, Fax 781-487-6130</li> </ul> </li> <li>○ Mammography:                 <ul style="list-style-type: none"> <li>▪ Phone 781-487-6030, Fax 781-487-6144</li> </ul> </li> </ul> </li> </ul> <p><b>Off-site locations that use teleradiology</b> (Martha’s Vineyard Hospital, Nantucket Cottage Hospital, Spaulding Boston, and Spaulding Cape)</p> <ul style="list-style-type: none"> <li>• Contact the teleradiology department: Phone 617-724-4270.</li> </ul>



















### Imaging Results (results viewer is unavailable)






Action	Steps
Access Results	<ol style="list-style-type: none"> <li>You may access the web browser directly from <a href="https://myviewmgh.partners.org/">https://myviewmgh.partners.org/</a></li> <li>MGH Imaging has an Imaging Informatics Service Desk that should be the contact for questions and/or issues. Phone: 617-643-0003 - Mon-Fri 7am - 7pm, Sat &amp; Sun 8:30am - 4:30pm Pager: 34188</li> </ol>

### Image Viewing (image viewing system is unavailable)

Action	Steps
Access Images	<ol style="list-style-type: none"> <li>You may access the web browser directly from <a href="https://myviewmgh.partners.org">https://myviewmgh.partners.org</a></li> <li>MGH Imaging has an Imaging Informatics Service Desk that should be the contact for questions and/or issues. Phone: 617-643-0003 - Mon-Fri 7am - 7pm, Sat &amp; Sun 8:30am - 4:30pm Pager: 34188.</li> </ol>

### Radiology Department Order Requisition forms

Category	Forms
<b>Main Campus:</b>	 Xray.pdf  CT.pdf  MRI.pdf  US.pdf  <b>Non Urgent, Non Same Day and Walk In Same Day Requests</b>
<b>Emergency Dept.:</b>	 EmerRad_XRAY.pdf  EmerRad_CT.pdf  EmerRad_MRI.pdf  EmerRad_US.pdf  <b>Urgent Same Day Requests to Emergency Radiology</b>
<b>Waltham</b>	 XRAY_WAL  CT_WAL  MRI_WAL  US_WAL
<b>Chelsea Imaging</b>	 CT_CI  MRI_CI
<b>Danvers</b>	 XR_NS  CT_NS  MRI_NS  US_NS

<b>Chelsea Health Center</b>	 XR_CHC	 US_CHC
<b>Bunker Hill Health Center</b>	 XR_Charlestown	
<b>Revere Health Center</b>	 XR_RHC	
<b>Generic Request</b>	 Generic Order Form	



# Lab Systems

## General Information

<b>HELP</b>	<ul style="list-style-type: none"> <li>This section covers Core Lab, Microbiology, Blood Bank, and Surgical Pathology/Cytology.</li> <li>To speak with <b>Pathology Service</b> department staff, please contact <b>617-726-8887</b>.</li> <li>For policy and procedure questions, please contact the MGH Health Information Services (HIS) department 617-726-1257.</li> </ul>
<b>Materials On Hand</b>	<ul style="list-style-type: none"> <li>Blank labels for specimen and requisition labeling</li> <li>Paper lab requisitions: <a href="#">Approved Lab Forms</a></li> </ul>

## Responsibilities

<b>Practice Managers</b>	<ul style="list-style-type: none"> <li>Communicate lab system downtime status to all staff.</li> <li>Ensure that all staff are aware of downtime procedures and have materials on hand.</li> </ul>
<b>Support Staff</b>	<ul style="list-style-type: none"> <li>Verify that adequate paper requisitions are available for providers to complete.</li> <li>Print labels to place on each page of multi-page requisition and specimens .</li> <li>If Cadence is down, hand-print labels with the following <b>minimum</b> information: <b>Name, DOB, MRN, Location</b>.</li> </ul>


## Clinicians

Action	Steps
<b>Ordering Lab Tests</b>	<ul style="list-style-type: none"> <li>Clinicians should follow paper-based procedures for requesting labs.</li> <li>Lab staff will file paper lab forms with specimens until lab systems are available.</li> </ul>
<b>Accessing Test Results</b>	<p>If laboratory systems are down, ambulatory testing may not be run at labs until systems are back up and running.</p> <ul style="list-style-type: none"> <li>If the system is not available, call the following labs directly:                             <ul style="list-style-type: none"> <li>Blood bank 617-726-3623</li> <li>Chemistry 617-726-3637</li> <li>Hematology 617-643-0340</li> <li>Microbiology 617-726-7919</li> <li>Surgical Pathology Reports 617-726-2967</li> </ul> </li> </ul>

## Approved Lab Forms

Requisition	Form #	Version		Requisition	Form #	Version
Anticoagulation Mgmt (AMS)	84582	9/15		Molecular Diagnostics (CAMD)	86568	9/14
Bone Marrow	86052	9/15		HIV (occ. exposure incidents only)	11693	9/15
BTS Blood Product	10693	3/15		Outpatient (Generic)	83608	8/15
BTS Derivative	12693	9/15		Pediatric Neonate	83703	9/15
Chelsea	70245	9/15		Revere	80870	9/15
Cytogenetics	84445	7/04		Special Coagulation	70130	9/15
Cytology	10299	9/15		Surgical Pathology	10016	9/15
Flow Cytometry	84449	9/15		Waltham	87376	9/15
Histocompatibility HLA	70270	8/15		YCOG	84451	9/15

## Legacy EHRs (LMR and Oncall)

Timeframe	LMR and Oncall System availability:	If LMR or Oncall are not available:
April 15, 2016  2019	View only	<ul style="list-style-type: none"> <li>Resume lookup activities when system becomes available</li> </ul>

**\*\*\*Insert new lab results template\*\*\***

# Pharmacy, Omnicell and COE

## General Information

<b>HELP</b>	<ul style="list-style-type: none"> <li>For Pharmacy related questions, please contact the <b>Service Desk</b> at <b>617-726-5085</b>.</li> <li>Practices may also contact <b>Pharmacy</b> directly by calling: <b>617-726-2502</b></li> </ul>
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## Troubleshooting

Symptom	Probable Cause
<b>Access to Omnicell or Drawer is compromised</b>	<ul style="list-style-type: none"> <li>Power failure</li> <li>Network communication error (server)</li> <li>Drawer jammed</li> </ul>
<b>Online med request form is not available</b>	<ul style="list-style-type: none"> <li>Network communication error</li> <li>Local PC connectivity issue</li> </ul>
<b>Ordering infusion medications during pharmacy downtimes</b>	Follow normal <a href="#">ordering</a> process, will see red labels on ordered medications.
<b>Unable to enter Chemo orders</b>	COE is unavailable, follow <a href="#">COE</a> downtime procedure

## Omnicell

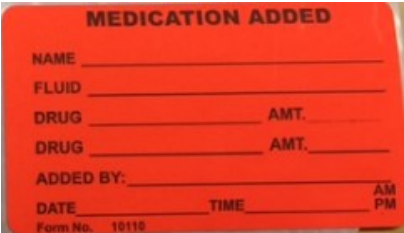
Action	Steps
<b>Report problem</b>	Contact the <b>Help Desk at: (617) 726-5085</b> to report the problem. The Help Desk staff will triage the call to the Pharmacy support team if unable to assist. If you wish to speak with someone in the <b>Pharmacy</b> directly, call the main number at: <b>(617) 726-2502</b> and choose <b>Option 3</b> .
<b>Issue resolution</b>	Pharmacy support will communicate to each practice on a 1:1 basis with specific instructions or provide onsite support to resolve the issue.

## Ordering practice medications

Action	Steps
<b>Report problem</b>	Contact the <b>Help Desk at: (617) 726-5085</b> to report the problem. The Help Desk staff will attempt to resolve the issue and if unable, will triage the call to the Pharmacy support team who will assist. If you wish to speak with someone in the <b>Pharmacy</b> directly, call the main number at <b>(617) 726-2502</b> and choose <b>Option 3</b> .
<b>Ordering Medications</b>	<p>If the online system is not functioning, practices can still obtain medications from the pharmacy by completing a paper requisition.</p> <ul style="list-style-type: none"> <li>Practices may opt to have paper requisitions onsite and can be obtained via Standard Register (<b>Order #10490</b>)</li> <li>Practices can use this <a href="#">link</a> to access the "Green Paper Requisition"</li> <li>Practices can present to pharmacy and complete the paper req at the window</li> </ul>

## Pharmacy, Omnicell and COE

### Ordering Infusion medications

Action	Steps
<b>Ordering infusion medications</b>	<p>The ordering of infusion medications during any Pharmacy downtime is unchanged.</p> <ul style="list-style-type: none"> <li>• Chemotherapy clinics will order in COE. If COE is unavailable, see below.</li> <li>• Other clinics will use their standard paper order forms.</li> </ul>
<b>Receipt of medications</b>	<p>During any downtime, medications will have a red "downtime" label.</p> 

### Chemotherapy Order Entry (COE)

Action	Steps
<b>Report a problem</b>	<p>Contact the <b>Help Desk at: (617) 726-5085</b> to report the problem. The Help Desk staff will attempt to resolve the issue and if unable, will triage the call to the COE-IS support team who will address the issue.</p>
<b>Communication</b>	<p>Downtime information and decisions to move to paper orders will come from practice leadership (i.e. for Pedi – Hem/Onc Attending on call; for Adult – Nurse Manager).</p>
<b>Chemotherapy ordering</b>	<p>Refer to your "COE Unscheduled Downtime Emergency pack". This will include:</p> <ul style="list-style-type: none"> <li>• policies and procedures for the COE Unschedule Downtime (summarized below)</li> <li>• COE Downtime Order Sheets</li> </ul> <p>Providers will write all new orders on the COE Downtime Order Sheet.</p> <ul style="list-style-type: none"> <li>• It is recommended that orders be written only for the day the system is down. If there are concerns about the integrity of the weeks' orders, then orders may be written for an entire week of treatment.</li> <li>• OAs or RNs transmit pharmacy orders to the pharmacy via FAX (Yawkey x69245)</li> <li>• A nurse and a pharmacist must sign the pharmacy copy of the COE Downtime Order Sheet indicating chemotherapy dispensed. Doses administered will be documented in the LMR or MAR as appropriate.</li> <li>• One copy of the handwritten orders will be maintained in the pharmacy. The other copy will go into the patient chart.</li> </ul>
<b>Recovery</b>	<ul style="list-style-type: none"> <li>• Once COE is up again, a pair of transcribers will transcribe orders for medications that have already been administered, following the guidelines outlined in the transcriber policy.</li> <li>• It is the expectation that orders written on paper will be transcribed into the system, by trained licensed personnel, before completion of the next working day after they have been administered.</li> </ul>

# Sched Sync

## General Information

<b>HELP</b>	For Sched Sync related questions, please contact the Service Desk at 617-726-5085 or via Self Help.
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## Troubleshooting

<b>Symptom</b>	<b>Probable cause</b>
Clinicians' Outlook calendars are not up-to-date	Sched Sync is down or experiencing slowness, Outlook is down, or there is a database issue.

### Sched Sync is down – unscheduled

Use the schedule in Epic Cadence.

### Sched Sync is down – scheduled

Downtime for maintenance and enhancements will be scheduled off hours. The support team will communicate downtime in advance via an e-mail to practice managers and Sched Sync users.