Community Connect
Epic BCA Downtime

Quick Reference Guide

HOUSTON
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Audience: Community Connect Practices

Epic Downtime Process

What does Epic BCA downtime mean?

Epic BCA downtime is the abbreviation for business continuity access downtime which is the necessary processes and computer functions required to maintain patient care activities during a downtime and the recovery process.

What is an Epic downtime?

An Epic downtime occurs when Epic is unavailable for use at Houston Methodist or at Community Connect practices, usually during two instances:

- **Scheduled downtimes:** For system maintenance and upgrades and are coordinated to occur when patient visits are least impacted.
- **Unscheduled downtimes:** Due to technical difficulties, such as a network outage.

When should I use this BCA Downtime Guide?

This Epic BCA Downtime Quick Reference Guide is your resource when Epic is unavailable due to a scheduled or unscheduled downtime. **Community Connect practices are encouraged to establish processes for capturing and recording data during the downtime and to then re-enter relevant data into Epic during the recovery period.**

To prepare for scheduled or unscheduled Epic downtimes, create a downtime kit.

What is a downtime kit?

Downtime procedures go into effect as soon as Epic is under maintenance or isn't operational. **Houston Methodist recommends that every Community Connect practice creates a downtime kit, customized for their unique practice.** The kit should contain items to help your staff maintain continuity of care. It can be a folder or small box placed in a centralized location, accessible to your office staff. Downtime kits may include:

- Relevant phone and fax numbers
- Extra printer paper and ink for printing downtime reports
- Blank forms and other documentation, such as:
  - Physician order forms
  - Assessment forms and progress notes
  - Prescription pads
  - Requisition slips and specimen labels

What should clinicians do before a scheduled downtime?

- **Enter orders:** Orders, ancillary procedures and labs to be completed during downtime should be entered in Epic **before downtime begins.**
- **Organize downtime forms:** During scheduled downtimes, prepare any needed forms and supplies **before downtime begins.**

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Created: 06/07/2021

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What are the unscheduled downtime procedures?

Follow these guidelines for documenting during and after a downtime.

Documentation:
1. Print necessary downtime reports, as appropriate (Schedules, Chart Reviews, Clinical Summaries, Last Encounter, etc.). Retrieve appropriate documentation, order and requisition forms from downtime kits.
2. Document assessments, orders, plans of care and vital signs on paper.
3. All new orders, clinical documentation and pertinent patient information should be entered into Epic when the downtime is complete.

Reports Available During a Downtime

The chart below shows the reports available for Community Connect practices to print from the designated BCA PC during the downtime:

Department	Report Name	Report Description
Community Connect Practices	Clinical Summary	Clinical data for each patient, including active orders, recent results and vitals, Chart Review, Last Encounter.
	Daily Appointment Report (DAR)	Information about upcoming appointments within a department, for use during a downtime.

Accessing Epic Read Only During a Downtime

Epic Read Only is available for use during an Epic downtime, when network connectivity hasn't been lost. **Read Only** contains all documentation, orders, results, etc., up to the moment the system went down. It's used as a reference tool only. You can't document or place orders in **Epic Read Only.**

How to log into **Epic Read Only:**
1. Locate the **Epic Read Only** icon in **Apps Center.**
2. Log into the **Epic Read Only** icon using your Epic username and password.
3. You're now in the read-only version of Epic.
4. Access schedules and clinical data, as needed.
5. Record downtime events on paper forms.
6. Keep paper forms until information is recovered.

After the Epic Downtime

Post-downtime recovery:
1. Once the system becomes available, enter clinically required data into Epic.
2. Paper documentation created during the downtime can be scanned and placed in the patient's chart.