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Owner Andrea Darr: Vice President and General Manager, Pharmacy Servi

Area Pharmacy

Network Outage or Technical Failure

PURPOSE

In the event of a network outage or technical failure, the procedures below are followed, depending on the type of outage or failure.

SCOPE

This Network Outage or Technical Failure policy applies to Avel eCare Pharmacy.

POLICY

The term downtime can refer to the interruption of service related to any electronic component of the eCare Pharmacy system. This is to include computers, servers, programs, networks, telephones, fax machines, etc. These issues can be caused by power interruptions, failures of specific programs or connections.

All resources referred to in this policy and a list of facility fax and phone numbers will be available in the red Downtime Binder in both pharmacy hubs.

Procedure:

Unscheduled downtime of eCare Pharmacy Internet/ Network

1. In the event that we lose internet access in the hub, contact eCare IT.

2. Unless eCare IT anticipates resolution to occur momentarily, the eCare Pharmacy Unplanned Network Downtime notice located in the Downtime Binder in the hub shall be updated to

current date and time and faxed to all sites using hub fax machine and All Sites setting.

3. When full functionality has been restored, the Unplanned Network Downtime Resolved shall be updated to current date and time and faxed to all sites using hub fax machine and All Sites setting.

4. The Service Line Manager will provide a summary communication to the affected clients upon resolution of the unplanned downtime, if appropriate, depending upon its severity and duration.

Unscheduled downtime of order management system

1. Refer to Avel eCare Pharmacy Support Matrix to evaluate severity level of issue, initial troubleshooting steps and appropriate individual to contact.

2. If a delay of greater than 30 minutes is anticipated before full system functionality can be restored, the Trax Unplanned Downtime notice shall be updated to current date and time and faxed to all sites using hub fax machine and All Sites setting.

3. Pharmacists will then begin searching for orders in need of pharmacist verification at those hospitals which are scheduled to be on service at that time and complete those as they are identified.

4. If work cannot be documented in the order management system, the pharmacist will document the completion of any orders that are entered or verified during the order management system downtime on the Trax Downtime log for entry in the order management system once functionality has been restored.

5. When full functionality has been restored, the Unplanned Downtime Resolved notice shall be updated to current date and time and faxed to all sites using hub fax machine and All Sites setting.

6. The Service Line Manager will provide a summary communication to the affected clients upon resolution of the unplanned downtime, if appropriate, depending upon its severity and duration.

Inability to fully connect to a specific site and work within their EMR in the Remote Desktop Manager (RDM)

1. If an individual pharmacist is unable to connect to a particular site in the RDM, cannot access their EMR or the EMR is not fully functional, the first step is to attempt connection on a second workstation to confirm it is not a workstation issue. If able to connect on the second workstation, the individual having difficulty should contact eCare IT for help with workstation setup.

2. If multiple pharmacists are experiencing the same issue, one of the pharmacists should enter an IT ticket AND contact eCare IT to advise them of the issue.

3. The reporting pharmacist should also ensure that the client facility is contacted to inform them of our inability to access their EMR or perform needed tasks in the EMR and what is being done to pursue resolution.

Unscheduled downtime of phone system

1. In the event that our phone system is not functioning correctly, one of the pharmacists should refer to the Avel eCare Pharmacy Support Matrix to determine appropriate steps based on the

day and time of day when problem occurred.

2. Confirm that the eCare Pharmacy Backup Phone is on and the ringer is on.

3. Update the eCare Pharmacy Unplanned Telephone Downtime notice to current date and scenario and fax this to all sites using hub fax machine and All Sites setting.

4. When full functionality has been restored:

   a. The Unplanned Telephone Downtime Resolved notice shall be updated with current date and time and faxed to all sites using hub fax machine and All Sites setting.

   b. The Service Line Manager will provide a summary communication to the affected clients upon resolution of the unplanned downtime, if appropriate, depending upon its severity and duration.

In the event of a catastrophic event (i.e., natural disaster, fire, etc.), contact Administrator on Call (605-606-0110) or a pharmacy manager.

RELATED DOCUMENTS

None

DEFINITIONS

None

REFERENCES

None

This policy was developed as a guide for the delivery of telehealth services and is not intended to define the standard of care. This policy should be used as a guide for the delivery of service, although originating site or Avel eCare personnel may deviate from this guide to provide appropriate individualized care and treatment for each patient.

Approval Signatures

Step Description	Approver	Date
Policy Owner	Andrea Darr: Vice President and General Manager, Pharmacy Servi	08/2023
Manager Approval	Cari Davis: Pharmacy Manager	08/2023
Manager Approval	Jeremy Mueller: Pharmacy Manager	08/2023