Clinical Response to System Downtime

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	In-home Tech			Command Center			Health System		Do this:
	Video/Tablet	Kit Phone	PERS	Internet	Phone	Electricity	Network	EHR	
Scenario 1: In-home tech operating. Inaccessible from CC due to network issues	✔	✔	✔	✔	✔	✔	**X**	✔	*Alert IT team of network access issues *Contact help desk to alert of network access issues *Switch to alternate network (hotspots, alternate sites per CC physical disaster recovery plan)
Scenario 2: EHR is up. In-home tech unavailable	**X**	**X**	**X**	✔	✔	✔	✔	✔	*Access patient & caregiver phone numbers from EHR *Contact help desk to alert of in-home tech service outage *Access downtime binder (command center and homes of remote employees) *Access SPN workflows from SharePoint *Interpreter Services - use 800 #
Scenario 3: EHR is down. In-home tech is accessible.	✔	✔	✔		✔	✔	✔	**X**	*Follow EHR downtime procedures *Contact help desk to alert of EHR outage *Manually enter orders to drive SPN processes (reconcile when EHR restored) *Follow process for orders written during downtime
Scenario 4: EHR & in-home tech available. CC unable to access	✔	✔	✔	**X**	**X**	**X**	✔	✔	*Follow CC disaster recovery plan to move CC to new location *If both in-home tech and EHR are experiencing downtime follow scenario 2 & 3

Additional Downtime Guidance

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If down for 10 minutes:

Command Center Room			CC portal	Do this:
Tablet (video calls & vital signs)	**Kit Phone**	**PERS**		
Scenario 1: CC portal is down ✓	✓	✓	**X**	*Notify call rollover & ensure they have pathway to reach CC *Provide alternate CC phone number to help desk. *Reach out to patients using alternate outbound phone. Notify of issue and provide alternate access method for maintaining prescribed care. *Interpreter services. Use 800 #
Scenario 2: Video is down **X**	✓	✓	✓	*Call patient on kit phone and notify of issue and alternatives (Kit Phone and PERS) *Contact help desk *Interpreter services. Use 800 #
Scenario 3: Phone & PERS are down ✓	**X**	**X**	✓	*Call patient using video or alternate phone number and notify of issue and alternatives including alternate phone number to reach CC *Have patient test PERS device. If not working instruct them to call 911 if emergency arises.
Scenario 4: Phone & Tablet down **X**	**X**	**X**	✓	*If call rollover not available contact SPN to notify of issue and remind of alternate CC downtime phone number. *Call patient's home or cell phone (or other contact) and notify of issue and alternatives including alternate phone number to reach CC *If unable to reach patient consider sending STAT PIHC to home

Additional Downtime Guidance

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If down for 10 minutes:

	CC Room			CC portal	Do this:
	Tablet (video calls & vital signs)	**Kit Phone**	**PERS**		
Scenario 5: **PERS down**	✔	✔	X	✔	*Instruct patient to call 911 in emergency *Provide replacement device
Scenario 6: **Everything down**	X	X	X	X	*Notify call rollover of potential increase in volume and ensure they have pathway to reach CC *Reach out to patients using alternate outbound phone. Notify of issue and provide alternate access method for maintaining prescribed care. *Provide alternate phone # to reach CC for patient and SPN *If unable to reach patient consider sending STAT PIHC to home *Interpreter services. Use 800 #

Key Terms and Abbreviations:

CC - Command Center
EHR - Electronic health record
PERS - Patient Emergency Response System
PIHC - Primary In-home Clinician
SPN - Service Provider Network