Name of Policy:	**Scheduled and Unscheduled Computer Downtime**	THE UNIVERSITY OF TOLEDO **MEDICAL CENTER**
Policy Number:	3364-100-05-01	
Department:	Hospital Administration	
Approving Officer:	Chief Executive Officer - UTMC	
Responsible Agent:	Director, HIT & HCI	**Effective Date**: 05/01/2021
Scope:	The University of Toledo Medical Center (Information Technology)	Effective Date: June 24, 1977

	New policy proposal		Minor/technical revision of existing policy
	Major revision of existing policy	**X**	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 heads 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 hospital and or nursing administration.

3. UNSCHEDULED DOWNTIME

    When a computer system is down, Information Technology will respond to inquiries regarding the unscheduled downtime. When an estimate for the length of downtime is determined it will be made available via the IT Help Desk automated attendant recording.

    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.

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<tr><td colspan="2">Approved by:</td><td colspan="4">Review/Revision Date:</td></tr>
<tr><td></td><td></td><td>9/14/81</td><td>11/8/89</td><td></td><td>9/5/2008</td></tr>
<tr><td></td><td></td><td>6/14/84</td><td>8/26/93</td><td></td><td>4/15/2011</td></tr>
<tr><td>/s/</td><td>05/13/2021</td><td>9/7/84</td><td>7/31/96</td><td></td><td>4/1/2014</td></tr>
<tr><td>Richard Swaine</td><td>Date</td><td>9/24/85</td><td>3/31/98</td><td></td><td>4/1/2017</td></tr>
<tr><td>Chief Executive Officer - UTMC</td><td></td><td>11/3/86</td><td>7/9/99</td><td></td><td>4/1/2020</td></tr>
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<tr><td>Review/Revision Completed By:
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   Information Technology</td><td></td><td>12/14/88</td><td>4/1/05</td><td></td><td></td></tr>
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<tr><td colspan="6">Policies Superseded by This Policy:</td></tr>
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