Name of Policy: **ADT System Failure**	
Policy Number: 3364-132-08	
Department: Patient Access	THE UNIVERSITY OF TOLEDO **MEDICAL CENTER**
Approving Officer: Chief Operations Officer	
Responsible Agent: Director, Patient Access	
Scope: The University of Toledo Medical Center Patient Access Department	**Effective Date**: July 1, 2022 Initial Effective Date: September 1, 1979

	New policy proposal		Minor/technical revision of existing policy
X	Major revision of existing policy		Reaffirmation of existing policy

(A)   Policy statement

Unplanned downtime can occur as a result of system performance issues/connectivity or on an as needed basis to update.

(B)   Purpose of policy

The intent of this policy is to establish consistent practices and workflow priorities within Patient Access for processing patients without interruption to the access of care when ADT (Admission, Discharge, Transfer) system downtime occurs. This policy will also ensure accurate assignment and entry of visit registrations once the system has restored functionality.

(D)   Procedure

    I.   Downtime Notification
        a. When the ADT system has unplanned downtime, call IT at ext. 2400 to report.
        b. When there is planned downtime for the ADT system, IT will inform the Patient Access department.

    II.   Patients will complete the ADT downtime form[1].
        a. A copy (front and back) of the patient's insurance card(s) and picture ID will be made (if available), labeled and stapled to the ADT downtime form.
        b. Staff will not collect payments during down time.
        c. Manually collect all registration forms as needed.

    III.   ADT System: Restored Functionality Procedure
        a. Staff will be responsible for entering the manual registration that occurred during downtime.
        b. High priority patients would be those that have received a procedure or that have been admitted to a bed.
        c. Once all procedure or bedded patients have been entered, all other patients will be entered in the order that they arrived.

    IV.   Entering Manual Registration
        a. Complete the registration per the departmental SOP (standard operating procedures) and training documents.
        b. When the ADT system allows, enter the appropriate arrival date and time.

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[1] Refer to Attachment A: ADT Downtime Form.

Approved by:		Review/Revision Date:	
/s/ _____ Laura Kern Director, Patient Access Director	06/23/2022 Date	7/17/81 10/4/84 2/12/87 3/21/88 5/2/89	07/01/19 07/01/22
/s/ _____ Chris Stesney-Ridenour Chief Operations Officer *Review/Revision Completed By:Laura Kern*	06/23/2022 Date	4/20/93 8/29/96 4/2/99 10/01/07 10/01/12 4/1/16	
		Next Review Date: 07/01/2025	
Policies Superseded by This Policy:			

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.