Downtime Procedures: As with any computerized system, the computer provider order entry (HEO/Wiz), provider documentation (StarPanel), and electronic prescribing (RxStar) systems may become unavailable. When this occurs, there are procedures in place that allow continued care for our patients. Paper documentation forms are available for this purpose.

E-Docs: It is the web-based, Patient Care Electronic Document repository where various forms are housed for on-demand access and printing by providers and nursing staff for the adult and pediatric inpatient units.

Things to remember about downtime:

1. It is not common for ALL clinical systems to be down at the same time, so there may be portions of the system that are still working appropriately. It is safer to continue to use the system if it is available.
2. Providers should NOT re-enter handwritten orders in HEO/Wiz once the system is available as it could lead to duplications.
3. Be proactive. Try to enter all transfer, admission, and discharge orders into the system prior to a scheduled downtime.

HEO/Wiz Downtime:

1. When the computerized provider order entry system is unavailable, the Medical Receptionist (MR) of each unit should have all downtime forms printed and available at the front desk. However, there could be times when providers may need to print forms for themselves.
2. The Systems Support website offers many valuable resources to providers such as IT systems updates, tips and tutorials, and Downtime forms and resources.
   a. It can be accessed from the search bar at the top of the screen on the main Vanderbilt University Medical Center website by typing in “SSS” or “Systems Support.”
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b. Click on the link under “Resources for Providers” to display available resources.

3. Prior to handwriting orders, carefully review the “Guide to Downtime Written Orders.” Orders must be written in black ink only.
4. Patient identifiers must be placed on each page of a printed document.

5. **Admissions**: Be sure to include the Attending, Service, Team, and allergies.

6. **Transfers ONLY**: Review written orders, line through orders to be discontinued, denote edits, and write new orders on blank lines.

7. **Discharges**: Write discharge orders and instructions on the Provider Order Sheet (POS). Enter prescriptions into RxStar if it is available.

8. Once orders are written, it is **critical** that the POS be handed directly to the MR, charge nurse, or patient’s primary nurse. If the form is simply left on the desk or outside a patient’s room, there is a high probability that orders will not be completed in a timely fashion. The RN or MR will process written orders in the following ways:
   a. Complete a separate requisition form for each ancillary service ordered. This includes labs, radiology studies, blood bank, and other services such as Heart Station (i.e. EKGs & Echo), Respiratory, and Nutrition.
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b. Notify ancillary departments by phone of new orders.
c. Fax all new medication orders to the pharmacy.
d. Transcribe medication orders onto the Medication Administration Record (MAR).

Keep in mind that the requisition form cannot be used for ordering MD consults.

9. Recovery from downtime:
   a. Pharmacy will enter medications into the system.
   b. Nursing will enter all on-going orders.
   c. Refer to nursing downtime documentation for events that occurred during downtime.
   d. Nursing will enter cumulative I&Os and the last set of vital signs into nursing documentation system (i.e. HED) and will be available in StarPanel.
   e. It may take several hours for all orders to be “caught up.”
   f. All paper documentation will be scanned into StarPanel but will not be immediately available for viewing.

RxStar Downtime:

1. For patients being discharged, prescriptions will need to be either called into the patient’s pharmacy of choice or handwritten. *Schedule II medication Rx must be handwritten.*
2. DO NOT remove or use Rx paper from the prescription printer to write Rx’s.
3. Prescription (Rx) pads are available in the Pharmacy where they have both regular Rx pads and Rx pads specifically designed for Schedule II medications. Contact the inpatient Pharmacy to obtain.
   a. Although prescription pads are designed differently at Vanderbilt than the example pictured, it contains the essential elements necessary for a written prescription.

   b. Any unused Rx pads must be returned to the pharmacy.