



Administration

Action Card for Planned EMR Downtime

Pre Downtime (Planned)

	Confirm planned Downtime will impact on clinic operating hours
	Discuss readiness for planned EMR Downtime with NIC/MIC/NUM
	Check that Downtime Boxes have the correct documentation
	Print your clinic lists prior to the downtime
	Print Patient Appointment Labels to attach to documentation going to be BOSSnet
	If same day x-ray is required review list and order imaging for the following day / or print radiology requisitions
	If time and clinic size permit, consideration can be given to printing out the details of individual's last appointment

During Downtime

	Patient Lists can be printed from DTV, BOSSNet, or iPM (if available for Non-Specialist Clinics)
	Print Labels from iPM (if available). If unavailable patient details must be handwritten on documentation as per procedure.
	Locate and distribute outcome forms from the Downtime Box
	If Enlighten is available continue to check in patients via Enlighten

Day of Uptime

Do not use the EMR until the Nurse/Midwife in charge or Clinic Manager has approved use for that patient

Medical Records

	Collect all paper records, ensure that labels are printed and placed on any documentation required to be scanned to BOSSnet
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Appointment Management

	Review all Outcome Slips
	Complete scheduling walk in appointments, check in, check out, appointment outcomes including DNA and rebooking
	Add MBS billing orders for patients as per paper outcome slip

Notify the Nurse/Midwife in charge or Clinic Manager once these steps are completed.