



Clinician

Action Card for EMR Downtime

Pre Downtime (Planned)

	Confirm planned Downtime will impact on clinic operating hours.
	Discuss readiness for planned EMR Downtime with the Nurse/Midwife in charge or Clinic Manager.
	Complete any outstanding documentation and clinic outcomes in EMR whilst EMR still available.
	<p>If time and clinic size permits, consideration can be given to printing out the details of individuals last appointment:</p> <ul style="list-style-type: none"> ○ Review Appointment: Print last outpatient visit note ○ Post IP/OP review Appointment: Print Discharge summary / and or operation notes from relevant visit ○ New Appointment (referred internally): Print Internal Referral requisition ○ New Appointment (externally referred): Viewed in BOSSNet if available if also down print from BOSSNet
	Consider ordering planned radiology and printing requisitions.

During Downtime

Clinic Administration

Note: For Community Services only clinical documentation occurs in the EMR. Follow the steps for clinical documentation below. Patient referrals, scheduling and reporting will remain as per current state. If these systems are unavailable refer to those systems BCPs.

	<p>EMR clinic lists are those available using either ambulatory organiser or scheduling appointment book. Other clinic lists also exist in iPM or BOSSnet which should be accessed separately in a downtime.</p> <p>View EMR clinic lists using the DTV or using a paper list printed from the DTV (or view on enlighten if still available)</p>
	<p>Use outcome slip with patient label attached to:</p> <ul style="list-style-type: none"> ○ Walk in referrals –and scheduling ○ Check in- if not done in Enlighten ○ Check out ○ Appointment outcome including discharge ○ Order review ○ Track DNA ○ Order MBS item numbers and authorising clinician
	New referral orders to specialist clinics: will be generated on paper referral form located in downtime box, these will be managed via external referral workflow from this point onwards

Clinical documentation

	Clinical documentation is completed on paper forms with patient labels attached
	Medication prescription via paper prescription pads
	Pathology and radiology ordered via paper requisition forms- review results via Bossnet and synapse if still available
	Utilise phone dictation for clinician letters if available or write or type these letters

During Uptime

	If clinic still running during uptime finish the clinical documentation and outcome slip for the patient that is in room during stand down
	If clinic still running during uptime commence usual processes from the next patient on your list after they have been checked in by clerical
	There is no requirement to enter any Specialist Clinics orders for patients that were completed on paper during the downtime, send internal paper referrals to be processed in the same workflow as external referrals
	Add any newly identified Allergies or Alerts against the patients that were documented on paper in the EMR
	All Bossnet scanned documentation will not be attached to an encounter. Select encounter and complete an entry into EMR for patients with documentation scanned to Bossnet (<i>Patient documentation for visit xx/xx/20xx is located in Bossnet</i>)