Downtime Procedures should be instituted when the following criteria are met:

Hospital Administrator or Information services determine it to be necessary.

The RIS/PACS Staff, Radiology Director / Medical Director determine it to be necessary based on the length of downtime and department activity.

**DOWNTIME PROCEDURES SHOULD BE AUTOMATICALLY INSTITUTED WHEN THE TIME PERIOD EXCEEDS 30 MINUTES.**

Notification must be made to:

1. ITS – Help Desk 301-618-2149
2. RIS & PAC Administrators
3. Radiology Director & Manager
4. Radiology Supervisor on duty

1. Radnet Downtime
2. PACS Downtime
3. Powerscribe Downtime
4. PACSCUBE Downtime
5. Network Downtime
6. Power Chart EMR Downtime
7. ED Pulse Check is Down
8. Registration Downtime

ORDERS:

It will be the responsibility of the ordering location/physician to deliver a written order to the radiology department. It may come by what ever means are available, (i.e., Fax, hand delivered, CPOE printed request, etc).

*Downtime Forms are located in Radiology and each unit. Please see Radiology Manager if additional are needed.*

Radiology is responsible for faxing or delivery preliminary reports during downtime period.

**DOWNTIME RECOVERY**

Downtime recovery should begin as soon as the RIS system becomes available for use. It is the responsibility of ALL radiology personnel to assist in this process.
DOWNTIME PROCEDURES FOR THE RADIOLOGY INFORMATION SYSTEM

RIS SYSTEM IS DOWN

Patient Registration and Tracking

RIS (Radiology Information System - Radnet) Downtime:

1. ED and Inpatient units will order exams on Downtime order form
   a. If ED system is functional orders will be placed in ED system and printed on paper to send to Radiology
2. Track patient downtime information on the Downtime Order Sheet.
   a. Date/Time of Exams
   b. Contrast and Tech Notes
3. Enter patient Name, MRN & Date of Birth into modality
4. Send images to PACS
5. Copy downtime order sheet and secure at designation location at front desk
6. Original down time sheet to the Radiologist to perform and written report
7. Radiologist:
   a. View Images in Skyvue stand alone if RDT is down
   b. If PACS is down view images on film or modalities
   c. Perform written prelim report
8. Radiology staff Fax or hand carry preliminary report to ordering location

Recovery:

1. When system is operational Radiology staff will track out and complete any orders crossing to RIS from ordering system, Powerchart, ED system
2. Orders verified against downtime order sheets
3. Orders not places in Powerchart, ED System entered directly into RIS and completed
4. All orders tracked and completed with proper date and time
5. Verify correct financial number
6. Scan all preliminary reports to patient level in Document Management (Radnet)
7. Match images in Imaging Management (Radnet) to ensure proper order to image matching, verify using downtime accession number
8. Radiologist will do final reading on exams

PACS SYSTEM IS DOWN

RIS and EMR are operational but the PACS system is down. Radiologist and Physicians cannot launch and view images.

PACS Downtime:

1. Complete orders as normal in Radnet, track and send to PACS.
   a. Queued images will process when system is available.
2. View Images on Modality
   a. Print X-ray exams as needed for ED viewing
3. Any areas that cannot print to film require the images to be viewed directly on the modality
4. Perform reading as normal if Radnet & Powerscribe are operational
5. **If final reading cannot be performed, preliminary reports will be generated on exam requisition**
   a. Scan Requisition with report to RIS
   b. Fax or deliver preliminary to ordering location
c. Final reading performed when system is available

Recovery:

1. When the system is operational all queued images should be processed to the PACS archive.
2. Each exam must be verified to ensure images are accurate and have passed to PACS without error.
3. Perform final readings on exams not finalized
4. Contact immediate supervisor if images cannot be located

POWERSCRIBE IS DOWN

RIS, PACS, and EMR are operational but the Power Scribe dictation system is down.

Power Scribe Downtime

1. Complete, track exams and send images to PACS
2. Print order requisition for each exam and give to the Reading Radiologist
3. Radiologist will use RDT in Radnet to do a final report on exams when possible
   a. Report will need to be typed into RDT
   b. Typed report verified and signed in Sign Out Queue
4. Exams requiring a longer dictation that cannot be typed will receive a preliminary report on exam requisition
5. Scan order requisition to the patient exam level in RIS
6. Fax or delivery to the preliminary report to the ordering location

Recovery:

1. Radiologist will perform final dictations once system is fully operational on any exams without a final dictation
2. Verify all exams have orders using Discern Reports – “Completed not finalized”

PACSCUBE SYSTEM IS DOWN (CD Burning)

RIS, PACS are operational but the PACSCUBE CD burner is down.

Password Reset

1. Business Hours – Contact RIS Administrator
2. After Hours – Help Desk

Hardware no functioning to burn CD

1. Business hours – contact RIS Administrator
2. After Hours
   a. Burn CD from CT modality
   b. Use life image at PG if transfer to UMMS
   c. Utilize email link from PG unit – instructions posted by unit
3. Print Film
4. Report Downtime to Admin On Call to schedule repair

**HOSPITAL NETWORK IS DOWN**

Network is down affecting all systems

1. ED and Inpatient units will order exams on Downtime order form
2. Track patient downtime information on the Downtime Order Sheet.
   a. Date/Time of Exams
   b. Contrast and Tech Notes
3. Enter patient MRN & Date of Birth into modality
4. Copy downtime order sheet and secure at designation location at front desk
5. Original down time sheet to the Radiologist to perform and written report
6. Radiologist:
   a. View Imaging on Modality
   b. Perform written prelim report
7. Radiology staff Fax or hand carry preliminary report to ordering location

**Recovery:**

1. Radiology staff enter orders from the downtime order sheets
2. Complete and track orders with proper date and time, and financial number
3. Scan preliminary readings to patient exam level in document management
4. Send images to PACS
5. Correct image matching in Image Management
6. Radiologist to dictate final reports

**POWER CHART (EMR) SYSTEM IS DOWN**

**Power Chart (CPOE) Down**

1. Inpatient Unit Orders places on Downtime order sheet
2. If the medical record number and account numbers are available:
   a. Radiology will enter orders into RIS (Radnet)
   b. Track exams normally
   c. Radiologist to perform final dictation
   d. If needed print and delivery reports if not viewable in Hospital System

**Recovery:**

1. Once system is available
   a. Verify all orders and final reports
ED PULSECHECK SYSTEM IS DOWN

1. ED places orders places on Downtime order sheet
2. If the medical record number and account numbers are available:
   a. Radiology will enter orders into RIS (Radnet)
   b. Track exams normally
   c. Send images to PACS
   d. Radiologist to perform final dictation
   e. If needed print and delivery reports if not viewable in ED or Hospital System

Recovery:

1. Once system is available
   a. Verify all orders and reports

INTERFACE ED PULSECHECK TO CERNER IS DOWN

1. ED places orders places on Downtime order sheet or into Pulsecheck if operational
2. If the medical record number and account numbers are available:
   f. Radiology will enter orders into RIS (Radnet)
   g. Track exams normally
   h. Send images to PACS
   i. Radiologist to perform final dictation
   j. If needed print and delivery reports if not viewable in ED or Hospital System

Recovery:

3. Once system is available
   a. Verify all orders and reports
   b. Cancel any duplicate exams after confirming completion and final report.

REGISTRATION SYSTEM IS DOWN

Registration System is Down – No MRN or FIN number available:

1. ED and Inpatient units will order exams on Downtime order form
2. Track patient downtime information on the Downtime Order Sheet.
   a. Date/Time of Exams
   b. Contrast and Tech Notes
3. Enter patient & Date of Birth into modality
4. Send Images to PACS
5. Copy downtime order sheet and secure at designation location at front desk
6. Original down time sheet to the Radiologist to perform and written report
7. Radiologist:
   a. View Images in Skyvue stand alone
   b. Perform written prelim report
8. Radiology staff Fax or hand carry preliminary report to ordering location
**Recovery:**

1. When system is operational Radiology staff will track out and complete any orders crossing to RIS from ordering system, Powerchart, ED system
2. Orders verified against downtime order sheets
3. Orders not placed in Powerchart, ED System entered directly into RIS and completed
4. All orders tracked and completed with proper date and time
5. Scan all preliminary reports to patient level in Document Management (Radnet)
6. Match images in Imaging Management (Radnet) to ensure proper order to image matching, verify using downtime accession number
7. Radiologist will do final reading on exams

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**Radiologist (Only) Downtime Steps to Access SkyVue to View Images.**

- **Note**: Radiologist password is ‘**welcome**’
- Radiologist will complete all fields and click on ‘Login’
- SkyVue will Launch
• In Search fields, select **Exam Date Range** Frame, Use Calendar icon to select today’s date for Search Range of Procedure(s) to Display.
• Click to the RIGHT of **Modality**, to select a Modality that you wish to also Search by Example: CT, MR, US, etc.
• Double Click on Patient/Procedure to Display Image(s).