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MEMORANDUM

DATE: October 21, 2024

TO: Department Heads, Site Chiefs, ED/EMDs, Site Directors and Managers, Program Directors

FROM: Dr Mary-Lyn Fyfe, Chief Medical Information Officer
Heather Rocheleau, Director, Clinical Informatics, EHR Strategy & Design

RE: **Reminder: Electronic Health Record (EHR) Planned Downtime for Time Change Sunday, November 3, 2024, from 0130 h PDT to 0200 h PST – Duration 1.5 hours**

Dear Colleagues:

Please be reminded there will be an EHR Planned Downtime on Sunday, November 3, 2024, from 0130 h Pacific Daylight Time (PDT) to 0200 h Pacific Standard Time (PST). *Total duration* of the downtime is 1.5 hours. This is a required change to safely return to PST without impacts to the downstream systems.

What do you need to do *in advance* of the downtime?
- Ensure on call physician colleagues, and all nursing, allied health, and clerical staff are aware that this downtime is occurring,
- Ensure staff and physicians are familiar with downtime procedures,
- Ensure that individuals who are working at an Island Health site during the downtime period have logged on to a 724 (Downtime) device **within the last 30 days** to familiarize themselves with the tool.

What do you need to do *just before, during, and/or just after* the downtime begins (if you will be working during the downtime)?
- Please remind all staff and physicians to log-off of all CERNER applications before the downtime begins.
- Implement the standard downtime procedures for service interruptions:
  1. For all units with the 724 Downtime Access Viewer (724), physicians and nursing staff can access Island Health PowerChart (CERNER) patient information through the 724 Access Viewer desktop icon:

  2. Physicians and nursing staff can access provincial patient information through the CareConnect desktop icon:

  3. Please refer to the ***Downtime Resources Website*** for more details

4. Where electronic documentation and ordering has been introduced, physicians and staff will need to use paper documentation or transcription (for consults and admissions); back entry of this information may be needed, according to <u>Clinical Documentation: Downtime Documentation Guidelines</u> once PowerChart/FirstNet is available

What do I do if I encounter a problem during the downtime?
- Resources available to support you include:
  - Clinical Solutions Desk (Dial 18777 and select option 3)

Sincerely,

Dr. Mary-Lyn Fyfe
Chief Medical Information Officer & Physician Lead, Medication Safety

Heather Rocheleau,
Director, Clinical Informatics, EHR Strategy & Design