

## **SYSTEM PROBLEMS AND DOWNTIME**

Purpose: This policy will provide the user information on how to obtain assistance in the event of system problems and will provide procedures for system downtime.

Procedure:

### **1. NOTIFICATION PROCEDURE**

- a. Problems (software or hardware) with RIS, 0730 – 1600 M – F, contact the RIS Manager at 318-675-6209.
- b. Problems (software or hardware) with RIS “after hours”, weekends, or holidays contact RIS on-call personnel.
- c. Problems with the HIS (INVISION) contact the computer services help desk 55470.
- d. Problems with Dictaphone or Transcription call Medical Records Transcription at 55311.

### **2. SYSTEM DOWNTIME PROCEDURES**

- a. HIS DOWN – RIS UP
  - i. Nursing service will prepare downtime requisitions as appropriate. The downtime requisition will be forwarded to the appropriate radiology area to complete the exam.
  - ii. Radiographer completes the exam and notes the ED, BP, and EP tracking times on the downtime requisition.
  - iii. Radiologist will dictate if RIS requisition is available and the procedure was tracked. If the downtime is greater than 4 hours, they will dictate on manual requisitions. PACS images shall not be dictated until procedure has been tracked and images verified by the radiographer, this is to insure all compliance issues are met.
  - iv. Once the HIS is operational, downtime procedures MUST be ordered on INVISION. The order comment of “Backload from Downtime” should be added when entering the order so the radiographer knows that the exam has been completed. The ordered for date/time MUST be for the time the procedure was originally ordered to ensure all compliance issues are met.
  - v. Once the requisition has printed, the procedure must be tracked to ED, BP, and EP via PATIENT TRACKING based on the times noted on the downtime requisition. Tracking times MUST be accurate due to compliance issues.

- vi. If the exam has not be dictated, it can be processed normally on the dictation system and sent for transcription.
- vii. If the exam has been dictated, the requisition should be forwarded to transcription. Transcription must track the procedure to films read. The reading radiologist and reading date/time will be listed on the Dictaphone “0” list.

b. HIS UP – RIS DOWN

Nursing service will continue to enter orders into the HIS (INVISION), however the requisitions will not print until the RIS is operational. All ADT and orders will remain in the interface queue until the RIS is operational, at which time all transactions will be sent to RIS for processing.

- i. Nursing service will enter orders in INVISION and notify radiology for all stat procedures
- ii. The radiographer completes the exam and notes the ED, BP, and EP tracking times on the order notice for future tracking when the RIS is operational.
- iii. The radiologist will wait 4 hours to dictate films. PACS images shall not be dictated until the system is operational, procedures are tracked and images are verified by the radiographer.
- iv. Once RIS is operational, order requisitions will begin printing. All requisitions must be scrutinized to determine if the exam has been completed and the correct procedure was ordered. The Procedure must be tracked to ED, BP, and EP based on the times noted on the order notice. Tracking times MUST be correct due to compliance policies. If the exam has not been dictated, it can be processed normally on the dictation system. If the exam has been dictated, transcription must track the procedure to films read. The reading radiologist and reading date/time will be listed on the Dictaphone “0” report. Once tracked, the exam can be transcribed.
- v. During the downtime, any new film jackets will be manually prepared without a label. Once the system is operational, all labels will automatically print and should be placed on the jacket.
- vi. Any film check outs done manually should be logged on a manual log during the downtime. These will be entered in RIS once the system is operational.

c. HIS UP – RIS UP INTERFACE DOWN

In this scenario, both RIS and the HIS are available to all users, however, the interface between the two systems is down. Because of this, all new ADT and orders entered on the HIS will not be communicated to the RIS and RIS requisitions will not print. To verify this, orders are listed on INVISION and NO orders or ADT information is displaying in RIS. Check TRACKING INQUIRY. All transactions will queue in the HIS and be sent to RIS when the interface is operational.

- i. Nursing service users will continue to enter orders in INVISION
- ii. The radiographer completes the exam and notes the ED, BP, and EP tracking times. Any orders previously printed on the RIS requisitions can be processed normally.
- iii. The radiologist can dictate normally if the RIS requisition is available and the procedure has been tracked to EP. The radiologist will wait 4 hours prior to dictation on manual requisitions
- iv. Any exam on a RIS requisition can be processed normally. All downtime requisitions are held until the interface is operational
- v. Once the interface is operational, the order requisitions will begin printing. All requisitions must be scrutinized to determine if the exam has been completed and the correct procedure was ordered. All procedures must be tracked to ED, BP, and EP based on the times noted on the order notice. Tracking times MUST be correct due to compliance policies. If the exam has not been dictated, it can be processed normally on the dictation system. If the exam has been dictated, transcription must track the procedure to films read. The reading radiologist and reading date/time will be listed on the Dictaphone "0" report. Once tracked, the exam can be transcribed
- vi. During the downtime, any new film jackets will be manually prepared without a label. Once the system is operational, all labels will automatically print and should be placed on the jacket
- vii. Because the RIS is still available, any film checkouts can be done normally in RIS

Written: 12/28/06  
Revised: 01/09