

DOWNTIME PROCEDURE

- **Create a downtime procedure:** We recommend every organization develop a downtime procedure to help keep all campers and staff healthy and safe.
- **Downtime** may be scheduled or unscheduled, but both types require policies and procedures to help keep your campers and staff health and safe.
- **Scheduled downtime** is planned in advance for reasons including system maintenance, patches and upgrades. Typically scheduled downtime occurs overnight and only lasts a few minutes. We limit scheduled downtime during the summer months, and will always notify you before any scheduled downtime takes place.
- **Unscheduled downtime** is often due to environmental factors and is typically out of your control (e.g. internet outages, power failures). Typically you will not know the length of unscheduled downtime, and how long before you are back online. When this is the case, you should be prepared to transition to a paper process until you are back online
- **Create a downtime report:** Print or download and store a backup copy of every health profile and medication administration record to be accessed without the internet in the event of a power outage.
- **Consider alternate methods of documentation:**
 - How will health staff document patient care during downtime?
 - How will downtime documentation be transferred to the EHR once systems are live again?
 - How will these downtime and alternate processes be communicated to your staff?