

# Downtime Processes: Module 4

## Definitions

**Downtime Procedures:** As with any computerized system, the computer provider order entry (HEO/Wiz), provider documentation (StarPanel), and electronic prescribing (RxStar) systems may become unavailable. When this occurs, there are procedures in place that allow continued care for our patients. Paper documentation forms are available for this purpose.

**E-Docs:** It is the web-based, Patient Care Electronic Document repository where various forms are housed for on-demand access and printing by providers and nursing staff for the adult and pediatric inpatient units.

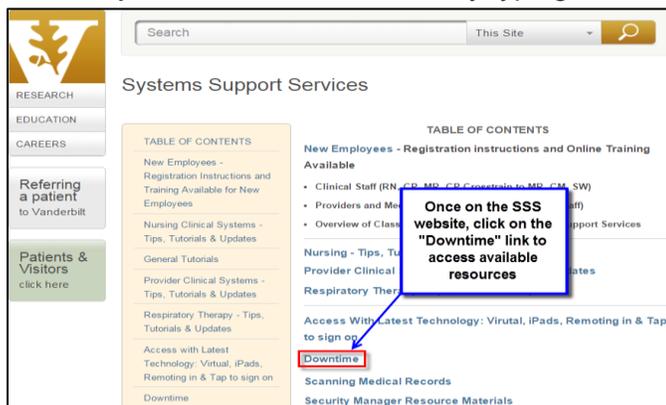
## Steps

### Things to remember about downtime:

1. It is not common for *ALL* clinical systems to be down at the same time, so there may be portions of the system that are still working appropriately. It is safer to continue to use the system if it is available.
2. Providers should NOT re-enter handwritten orders in HEO/Wiz once the system is available as it could lead to duplications.
3. Be proactive. Try to enter all transfer, admission, and discharge orders into the system prior to a scheduled downtime.

### HEO/Wiz Downtime:

1. When the computerized provider order entry system is unavailable, the Medical Receptionist (MR) of each unit should have all downtime forms printed and available at the front desk. However, there could be times when providers may need to print forms for themselves.
2. The Systems Support website offers many valuable resources to providers such as IT systems updates, tips and tutorials, and Downtime forms and resources.
  - a. It can be accessed from the search bar at the top of the screen on the main Vanderbilt University Medical Center website by typing in "SSS" or "Systems Support."



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b. Click on the link under “Resources for Providers” to display available resources.

### Systems Support Services

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New Employees -  
Registration Instructions and  
Training Available for New  
Employees

Nursing Clinical Systems -  
Tips, Tutorials & Updates

General Tutorials

Provider Clinical Systems -  
Tips, Tutorials & Updates

### Downtime

RESOURCES FOR RNS:

- Click here to access downtime forms in E-Docs (Type Dow
- Scheduled Telemetry Downtime Guide 5.13
- How to complete a paper MAR
- Teletracking Downtime Phone Numbers 6.13

RESOURCES FOR PROVIDERS:

- Click here to access Downtime Information for Providers

### PROVIDER TIPS AND TUTORIALS

- PRN medication ordering changes in HEO-Effective: February 2, 2016
- HEO Changes:
  - Regulations require that all medication orders are clear and accurate including pm medications. Medications for the same indication are not permitted.
  - If two or more medications are ordered to treat the same indication, expect pop up messaging requiring clarification.

Downtime - MD/Providers Resources (E-Docs)

- Accessing eCDR Flowsheet in StarPanel 1.20.15
- Adult Code Status Downtime Form
- Downtime Reference for Provider Ordersets
- Guide to Downtime written orders (ADULT and PEDS)
- Hemodialysis Orders
- Neonate/Infant TPN and Nutrition Orders-Downtime ONLY
- Peds TPN and Nutrition Orders-Downtime ONLY
- Protocols, Electrolyte Replacement & Decision Support Ref. for HEO/Wiz Downtime (Adults)
- Protocols, Electrolyte Replacement and Decision Support Ref. for HEO/Wiz Downtime (Peds)

3. Prior to handwriting orders, carefully review the “Guide to Downtime Written Orders.” Orders must be written in black ink only.

VANDERBILT UNIVERSITY  
MEDICAL CENTER

## Guide for Downtime Written Orders

Use Black Ball Point Pen to write all orders

**PHYSICIAN'S ORDER SHEET**

PHYSICIANS MUST SIGN ALL ORDERS, PRINT FULL NAME & BEEPER NUMBER.  
"X" OUT ANY UNUSED SPACES  
THE ORIGINAL ORDER FORM MUST BE USED WHEN FAXING MEDICATION ORDERS

Height \_\_\_\_\_ Weight 3 Kg Allergies NKA

DATE	HOUR	DOCTORS ORDERS*	CODE
5/12/12	1800	① Ampicillin 150mg (50mg/kg/dose) q6h IV STAT	
		② Gentamicin 12mg (4mg/kg/dose) q12h IV STAT	
		③ D10W + Calcium Gluconate 10mEq/L + NaCl 10mEq/L + KCL 20mEq/L + 1/4 unit/ml heparin IV	
		④ Dopamine 5mcg/kg/min IV	
		⑤ Gentamicin trough before 3 <sup>rd</sup> dose	
		⑥ CBC @ 0800	
		⑦ Portable Chest x-ray in am reason: LLL pneumonia	
		⑧ O <sub>2</sub> @ 2L/nasa canula	
		⑨ NPO	
		⑩ ABG STAT & NHO of results	

ZTRAIN, PENNY  
MRN: 3002578-0 Case: 003029170827  
RB 8420Y NES  
DOB: 08/07/2005 7 y/o F  
Att: PEARSON, MATTHEW M.  
Admit Date: 11/24/2010

DR. Test  
Rn. Test, MD  
835-1234

Current weight and weight based dosing must be included for pediatric medication orders

Date/  
time all  
orders

Use only  
approved  
Abbreviations

Sign, print name  
and beeper #

For dopamine and other continuous infusions either specify the diluent and concentration or the standard drip concentration formulation will

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4. Patient identifiers must be placed on each page of a printed document.

**Vanderbilt University Medical Center**  
Orders>Service/Specialty  
**PROVIDER ORDER SHEET**  
**"X" OUT ANY UNUSED SPACES**

ZTRAIN, PENNY  
MRN: 0002678-0 Case: 005029170327  
BS 3420Y NBS  
DOB: 03/07/2005 7 w/o F  
Att: PEARSON, MATTHEW M.  
Admit Date: 11/24/2010

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Height \_\_\_\_\_ Weight \_\_\_\_\_ Allergies \_\_\_\_\_

Date	Time	PROVIDER'S Order

If available, affix a patient sticker. If one is not available, *legibly* handwrite the patient's name, MRN, and DOB on each page of the document.

5. **Admissions:** Be sure to include the Attending, Service, Team, and allergies.
6. **Transfers ONLY:** Review written orders, line through orders to be discontinued, denote edits, and write new orders on blank lines.
7. **Discharges:** Write discharge orders and instructions on the Provider Order Sheet (POS). Enter prescriptions into RxStar if it is available.
8. Once orders are written, it is **critical** that the POS be handed directly to the MR, charge nurse, or patient's primary nurse. If the form is simply left on the desk or outside a patient's room, there is a high probability that orders will not be completed in a timely fashion. The RN or MR will process written orders in the following ways:
  - a. Complete a separate requisition form for each ancillary service ordered. This includes labs, radiology studies, blood bank, and other services such as Heart Station (i.e. EKGs & Echo), Respiratory, and Nutrition.

VUH Downtime &/or Code Requisition

VANDERBILT UNIVERSITY MEDICAL CENTER

MRN: \_\_\_\_\_ Allergies: \_\_\_\_\_  
Name: \_\_\_\_\_

Diagnostic Laboratory  
4605 TVC, Nashville, TN 37232

Month: \_\_\_\_\_ Day: \_\_\_\_\_ Year: \_\_\_\_\_ Collection Time: \_\_\_\_\_ a.m. \_\_\_\_\_ p.m.    Unit/Bld: \_\_\_\_\_ Height: \_\_\_\_\_ STAT   
Ordering Physician: \_\_\_\_\_ Physician Requisition #: \_\_\_\_\_

MAIN LAB (Multiple Lab Tests Can Be Ordered)    (Tubes: 109, 606, 801)    ICD10 CODE: \_\_\_\_\_

#	Lab Code	Chemistry	#	Lab Code	Chemistry	#	Lab Code	Hematology	#	Lab Code	Body Fluids	#	Lab Code	Other
	ABL	Albumin	LGN	LDH	LDH, Blood	LGN	GBP	CRP/Platelets	LV	CSF	CSF (only Full Container)			
	AMY	Amylase	LGN	MG	Magnesium	LGN	GPD	Diff	LV	SFP	CSF, Glucose (Bottle Needs LP Tubes)			
	BMP	Basic Metabolic Panel (Elec, Chl, Bun, Creat, CA)	LGN	LDH	LDH, Blood	LGN	PCV	PCV	LV	SFP	CSF, Protein (Bottle Needs LP Tubes)			
	BHC	Beta HCG, Serum	LGN	MG	Magnesium	LGN		Coagulation						
	TBR	Bilirubin, Total	LGN	OSM	Osmolality	LGN	DDI	D-Dimer for DIC, Quant	LB	UA1	Urinalysis			
	CA	Calcium	LGN	PO4	Phosphorus, Inorganic	LGN	FIB	Fibrinogen	LB	OSU	Urine Creatinallity (ARUP # 0020228)			
	CO2	Carbon Dioxide	LGN	K	Potassium	LGN	PT	Prothrombin Time	LB					
	CL	Chloride	LGN	PRO	Protein Total	LGN	PTT	Partial Thromboplastin Time	LB					
	CHL	Cholesterol	LGN	ALT	SGOT	LGN		Toxicology						
	CK	CK-MB CK Ratio (Only Metabolic Panel)	LGN	NA	Sodium	LGN	DIG	Digoxin	DGN					
	CMP	Comprehensive Metabolic Panel (W/PT, TBL, AK, Phos, PRO, AST, ALT)	LGN	TGL	Triglycerides	LGN	DSA	Drug Profile (U)	UR					
	CRE	Creatinine	LGN	TRI	Troponin T	LGN	PVT	Phenytoin (Dilutions)	DGN					
	GLU	Glucose	LGN	UAB	Uric Acid	LGN								
		Other:												

Ancillary Departments: One (1) department/product per form

Requested Order/s: \_\_\_\_\_  
Reason/History/Diagnosis/ICD10 Code Required unless\* \_\_\_\_\_

<input type="checkbox"/> Adult Pulmonary Function (Phone 2-0020, Fax 2-6537) (Primary Pulmon & Cardiothoracic Sites)	<input type="checkbox"/> Neurology TVC (Phone 6-0000, Fax 3-2088) Neurology PDB (Phone 2-7240, Fax 6-7473) MS, OHQ (Phone 3-1170, Fax 3-1219)	<input type="checkbox"/> Radiology (Phone 3-3310, Fax 2-8997) (Tube 104)
<input type="checkbox"/> Cardiology (Phone 2-2318, Fax 3-3402) (VIO & Heart Monitors) (Add Order Fax 3-0940)	<input type="checkbox"/> *Nutrition (Phone 3-6781, Fax 3-8810) (Tube 607) Reason not required for diet orders	<input type="checkbox"/> Rehabilitation (Phone 2-0100)
<input type="checkbox"/> *Consult (Not MD)	<input type="checkbox"/> Vascular Lab (Phone 3-6205 or 3-3455 Fax 3-3762)	<input type="checkbox"/> Respiratory (Phone 480-2795, Fax 3-0894)
<input type="checkbox"/> Miscellaneous _____	<input type="checkbox"/> Social Work (Deep SW)	

Physician Order (One product per row)		Request Blood Product from the Blood Bank	
<input type="checkbox"/> Type and Screen	<input type="checkbox"/> Irradiation (RBC & Platelets)	<input type="checkbox"/> PRBC	Unit/ml
<input type="checkbox"/> Others Tests (Specify)		<input type="checkbox"/> Platelets	# dose
<input type="checkbox"/> Reserve	<input type="checkbox"/> Transfuse	<input type="checkbox"/> FFP	Unit/ml
<input type="checkbox"/> PRBC _____ unit/ml	<input type="checkbox"/> Platelets _____ dose	<input type="checkbox"/> CRYO	units
<input type="checkbox"/> FFP _____ unit/ml	<input type="checkbox"/> CRYO _____ units		

Reason/History/Diagnosis/ICD10 Code Required unless\* \_\_\_\_\_

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date/Time: \_\_\_\_\_ Vmet ID: \_\_\_\_\_

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- b. Notify ancillary departments by phone of new orders.
  - c. Fax all new medication orders to the pharmacy.
  - d. Transcribe medication orders onto the Medication Administration Record (MAR).
- ❗ *Keep in mind that the requisition form cannot be used for ordering MD consults.*
9. Recovery from downtime:
- a. Pharmacy will enter medications into the system.
  - b. Nursing will enter all on-going orders.
  - c. Refer to nursing downtime documentation for events that occurred during downtime.
  - d. Nursing will enter cumulative I&Os and the last set of vital signs into nursing documentation system (i.e. HED) and will be available in StarPanel.
  - e. It may take several hours for all orders to be “caught up.”
  - f. All paper documentation will be scanned into StarPanel but will not be immediately available for viewing.

### RxStar Downtime:

1. For patients being discharged, prescriptions will need to be either called into the patient’s pharmacy of choice or handwritten. *Schedule II medication Rx must be handwritten.*
2. DO NOT remove or use Rx paper from the prescription printer to write Rx’s.
3. Prescription (Rx) pads are available in the Pharmacy where they have both regular Rx pads and Rx pads specifically designed for Schedule II medications. Contact the inpatient Pharmacy to obtain.
  - a. Although prescription pads are designed differently at Vanderbilt than the example pictured, it contains the essential elements necessary for a written prescription.

Dr. Rex Master  
123 Prescription Way  
Boring, OR 97009  
Phone: (555) 503-2020

1 Name: John Doe      2 DOB: 12/25/1955  
3 Address: 2020 Longlash Ln      Date: March 18, 2014

4 Rx      5 latanoprost 0.005% ophthalmic solution  
6 Disp: 2.5ml bottle  
7 Sig: one drop in both eyes once per day before bed

8 Refills: none      9 Rex Master  
10 Write in your DEA No. \_\_\_\_\_

NPI #12345

1. Name & address
2. Date of Birth
3. Current date
4. Rx symbol (if not already printed on form) to indicate beginning of instructions
5. Name of medication & strength
6. Dispensing Instructions
7. Patient use directions (i.e. amount, frequency/duration, route, how, when to discontinue)
8. Number of refills
9. Signature
10. DEA number

- b. Any unused Rx pads must be returned to the pharmacy.