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SUBJECT: Operation Procedures for RIS/PACS/EPIC Downtime	Effective: 01/2013 Reviewed:04/2016
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Operational Procedures for RIS/PACS/EPIC Downtime

Purpose:

To provide guidance for actions to be taken to correct problems occurring during equipment “downtime” and when malfunction of equipment affects normal operating procedures.

Procedure:


Currently three separate computerized information systems are utilized in the General Radiology Section. These systems are the Hospital Information System (HIS) also known as EPIC, the Radiology Information System (RIS), and the Picture Archiving and Communications System (PACS). The systems are utilized in various ways and the systems “communicate” to each other and interact on different levels. Downtime procedures will depend on which system or systems are non-operational.

PACS—EPIC and RIS send patient and clinical information to PACS and therefore problems or downtime involving these systems affect the normal operating procedures for PACS. If PACS is non-operational, imaging will be available at the modality.

- If PACS is down images cannot be sent to PACS and radiologists will be unable to create report on RIS. Images will also not be immediately available via EPIC image link.
- If CR readers go down in the ER or second floor use the opposite area’s CR reader.

RIS—EPIC and PACS send information to RIS and therefore problems or downtime involving these systems affect the normal operating procedures for PACS.

- IF the RIS system is down Roentgen Consultation forms must be obtained from the ordering locations.
- Using the information on the Roentgen Consultation forms manually enter the patient information into the modality worklist or film reader, this will allow the procedure to be performed.

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- Once RIS is functional all tracking procedures must be completed and the images may be sent to PACS.


EPIC—RIS and PACS send information to EPIC and therefore problems or downtime involving these systems affect the normal operating procedures for EPIC.

- If EPIC is down RIS cannot receive electronic orders. Roentgen Consultation forms must be obtained from the ordering locations.
- Using the information on the Roentgen Consultation forms manually enter the patient information into the modality worklist or film reader, this will allow the procedure to be performed.
- When EPIC is functional the exam must be ordered in EPIC.
- When the exam is ordered in EPIC and crosses over to RIS, the normal RIS tracking procedures must be completed.

Notification of Unexpected Downtimes/Problems: The following notification procedure has been developed to ensure accurate and timely notice is given to all department sections regarding RIS/PACS problems or downtime.

1. In the event of an unscheduled downtime or a system problem with RIS/PACS that interferes with the normal workflow, the radiology sections will be notified by the RIS/PACS administrator. After hours, weekend and holidays, on-call RIS/PACS personnel will notify the radiology sections.
2. Whenever possible a brief description of the problem and how it will affect workflow will be given. Implementation of downtime procedures or other procedures to work around the problem will be at the discretion of each section manager.
3. Listed below are the radiology sections that will be notified in case of unscheduled downtime or problems. Each person notified should make sure that everyone in his or her section is notified.


DX		
07:30-16:00	Jason House	53008

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15:30-23:30	Victo Cave	56222
23:30-07:30	Crystal Edwards	56222
CT		
07:30-16:00	Tommy Lyles	56477
16:00-07:30	ER CT Radiographer	56663
MR		
07:30-16:00	Joyce Robert	58078
16:00-07:30	Evening Radiographer	57456
NM		
07:30-16:00	Becky Longino	56243
US		
07:30-16:00	Karen Rawls	56236
BI		
07:30-16:00	Sherrie Roberts	56218
IR		
07:30-16:00	Kim Paul	57914
FILEROOM		
07:30-16:00	Theresa Clemons	56198

4. Depending on the nature of the problem and what areas are affected, all sections may not be notified. The RIS/PACS administrator will let the sections involved know and as new information is available the sections will be updated.
5. All sections will be notified when RIS/PACS is operational.

NOTE: If you are having a problem or think there is a problem, contact the RIS/PACS administrator. If you have not been notified that there is a problem, it may be due to the fact that no one has notified the RIS/PACS administrator.

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