

## MatrixCare Disaster Recovery and Business Continuity Plan

Downtime Procedure				
Planned/Unplanned Downtime Period	DON	Nursing	Medical Records	MDS
System unavailable < than 2 hours				
System unavailable < 2 hours before end of shift	Assign nursing support to key in orders not entered in system due to downtime.	Complete paper Observations, Events, Progress Notes, Vitals, hand write Orders and fax to pharmacy, lab, or radiology and write on the MAR.* Continue to sign off meds passed on the MAR. For facilities using eMAR, print the eMAR Offline Report and document meds passed on the report. See attached MatrixCare eMAR Offline Report policy. When the system is available, all Orders and Census info will be keyed in. In the skilled facility be sure to select Do Not Send in the Send to Pharmacy field, they will have already received the fax. Continue taking resident photos. Photos to be uploaded into MatrixCare as soon system available.	Scan in all paper documents, labeled Downtime <i>Document Type</i> for <i>Date</i> and <i>Shift</i> . <u>Add a similarly labeled Progress Note for each date and shift.</u>	Key in all MDS Assessments, CAAs and Care Plans when the system becomes available.
System unavailable for > 2 hours				
System unavailable for an extended period of time**	Organize documents with Medical Records and assign staff to support upload process and entry of Orders.	Complete paper Observations, Events, Progress Notes, hand write Orders and fax to pharmacy and write on the MAR*. Continue to sign off meds passed on the MAR. For facilities using eMAR, print the eMAR Offline Report and document meds passed on the report. See attached MatrixCare eMAR Offline Report policy. When the system is available, all Orders and Census info will be keyed in. In the skilled facility be sure to select Do Not Send in the Send to Pharmacy field, they will have already received the fax. Continue taking resident photos. Photos to be uploaded into MatrixCare as soon system available.	Coordinate with DON to make sure that all paper documents are scanned into system and labeled Downtime <i>Document Type</i> for <i>Date</i> and <i>Shift</i> . <u>Add a similarly labeled Progress Note for each date and shift.</u>	Key in all MDS Assessments, CAAs and Care Plans when the system becomes available.

\*If MatrixCare becomes available before the end of shift, make every effort to key in your data. If MatrixCare does not become available, place all documentation in each medical records tray.

\*\*DON to decide with Medical Records when additional staff will be assigned to scanning and attaching documents and adding Progress Notes

**NOTE** - once scanned into the system, paper documents should be shredded

## **MatrixCare Downtime Procedure**

1. Each nurse has a Facility Activity Report that includes the names of all residents at all times.
2. The night nursing supervisor or designee should run the Midnight Census Worksheet and turn it into the DON or Administrator.
3. Downtime Binder
  - a) Every unit will have a binder of the following documents for each resident:
    - i. Face Sheet
    - ii. DPOA (as soon as available)
    - iii. Living Will (as soon as available)
    - iv. Code Status
    - v. Ohio Living Blank Transfer Event Form (a few in the front of the binder)
  - b) The binders will be kept on each unit. Anytime a change is made to one of the above documents, an updated copy should replace the old copy in the binder. The person making the change or receiving the new copy is responsible for updating the binders.
  - c) In the event that a resident is transferred during a downtime period, copies of these documents, plus a paper Transfer Event and the eMAR Offline Report or CCD (AL should send a copy of the current paper MAR) should be sent with the resident.
  - d) In the event of the system being unavailable two hours prior to the end of a shift, all documentation should be completed on paper and then scanned into the system (see attached chart).
  - e) Hand-written documentation should be completed on the attached Progress Note.
  - f) See attached MatrixCare eMAR Offline Report policy

Policy No.	Policy Name	
	MatrixCare: eMAR Offline Report	
Effective Date	Revised Date	Next Review Date
7/17		7/19
Author Title	Approver Title	
Clinical Systems Analyst	Chief Nursing Officer	
Attachments or Other Resources		

## I. Purpose

To provide the means to document medication administration if the electronic medication administration system (eMAR) is down or offline.

## II. Policy and Procedure

- a. When MatrixCare is unavailable for any reason the person that has access to the Offline Report goes to the designated computer and runs the report (depending on the facility this may be supervisor or charge nurse)
- b. If MatrixCare comes back up before the end of the shift and there were only a couple of medications (scheduled or PRN) given, document those as "Late Administration" stating the correct time in the **comment box**. If it is a PRN medication, use the comment box in "PRN Admin Reason."
  - i. Document the medication administration on the paper flow sheet (offline report).
  - ii. After entering your med pass information use the facilities process to assure that your paper flow sheet(s) get scanned into Resident Documents.
  - iii. At the time the flow sheet(s) is scanned in, the medical records associate will add a progress note stating "See paper Flow Sheet for \_\_\_\_\_ period of time."
  - iv. If a large medication pass was done while MatrixCare was down and/or MatrixCare does not come up before the end of the shift, document everything on the paper flow sheets and leave them to be scanned into the medical record.



FAITH + COMPASSION + COMMUNITY

**\*NOTE: each entry must state full date, time of event, discipline, signature and title.**

[illegible]