

<b>Title</b>	Radiology Informatics Systems Down Time	<b>Policy #</b>	01-011
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## **POLICY**

It is the policy of the Division of Diagnostic Imaging and Radiology to have a downtime process and procedure for times when the Radiology Informatics Systems or Hospital Systems are unavailable. Refer to cyber-attacks/breach protocols located in each tech control area.

## **PURPOSE**

To define the procedures staff members will follow during informatics systems' downtime.

## **PROCEDURE**

The Radiology Informatics Team (RIT) will be notified on the virtual pager #50621. The RIT will then notify Network Operations Center (NOC) and CTI that system is down which will activate a hospital wide message that Radiology System is unavailable. Floors will be notified by department to manually fax or hand carry physician orders to main front desk Fax #3493.

1. Faculty
  - a. Sign all pending reports in Powerscribe by end of business day prior to downtime date.
  - b. Temporary accession numbers assigned by the front desk.
  - c. Radiologists can continue to dictate using the Powerscribe system. (Do not sign report)
2. Patient Access Representatives (PAR)
  - a. Do prior to downtime, print schedules, scheduled exam reports and logs.
  - b. Assign temporary accession number from downtime log.
  - c. Stamp "downtime" and copy all requisitions.
  - d. Keep downtime requisitions with downtime log.
  - e. Communicate via phone with technologists regarding patient arrivals.
  - f. Be prepared to schedule exams immediately when system resumes.
3. Technologists
  - a. Periodically check with front desk for patient arrivals.
  - b. Manually enter patient information and temporary accession number into the Pt. Info.
  - c. Images from the scanner will go directly to PACS.
  - d. Complete paperwork by providing date and time with your initials.

4. PACS Staff
  - a. Make sure exams merge in Synapse with the correct accession numbers.
  
5. RIS Associate
  - a. Once system resumes and all real accession numbers have been assigned, get downtime log to edit accession numbers in Powerscribe VR application.

\*\*See Downtime Procedures attached.

**Approved by:**

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Division Chief, Diagnostic Imaging and Radiology

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6/30/2021  
Date

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6/30/2021  
Date

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**Dates of review**

Original: February 27, 2007  
Revised: June 22, 2010  
Reviewed: April 5, 2013  
Revised: May 10, 2016  
Reviewed: June 21, 2018  
Revised: June 30, 2021

## **Code PACS**

When PACS goes down the following process will begin...

- Page Rad IT – 50621
- If no answer within 10 minutes – Page Manager – 3819/contact director
- Initiate call to Fuji Technical Support
- Initiate call to the Bear Institute
- After 15 minutes notify the department via email - PACS is down
- After 60 minutes send message to IT Administration to notify all hospital personnel that PACS is down
- Direct all imaging to the Test Server or AW destination under the direction of Rad IT including CNI
- Images will be reviewed by the radiologist at the Test Server or AW workstation
- UMC Images need to be sent to Test Server or AW workstation for radiologist review
- Radiology IT manager will provide updates every 30 minutes via email
- File – Incident Report

## DOWNTIME PROCEDURES

### WHAT SYSTEM IS DOWN? Cerner Registration? Cerner? Radnet? Synapse? ALL SYSTEMS?

#### Cerner Registration Downtime:

PAR will use downtime numbers from Downtime book.  
PAR will confirm order in Cerner for inpatients and written order for outpatients, scan orders and schedule exam.

Tech will verify order using Cerner/RadNet.  
Tech will perform exam and follow normal workflow process.  
Tech will verify exam in Synapse.  
Tech will place request and faxed order onto downtime clipboard.

PAR will register patient in Cerner when system comes back up.  
Give one copy to Radiology IT (pager 50621).  
Account will be merged by billing specialist.  
Radiology IT will link images and reports.

#### Cerner and Radnet Downtime:

Unit will fax orders to Front Desk Fax# 202-476-3493.  
PAR will use assigned downtime numbers and make two copies of order.  
Give one copy to Radiology IT (pager 50621).  
Techs will verify orders and use downtime numbers in Agfa or scanner.  
Tech will perform exam and follow the technologist workflow.  
Tech will provide a copy of order to Radiologist and place the other copy onto the downtime clipboard.

Please remember that images will be available in Synapse. Physicians can view images in Synapse. If Powerscribe is up, Radiologist may continue to dictate. For immediate review of images, contact the Radiologist directly @ ext.4687 or ext.3921.

#### Synapse Downtime:

Contact the PACS Administrator (pager# 50621). Code PACs will be initiated.  
Direction will be provided by RAD IT. Send images manually to the AW Workstation or Test server.

#### All Systems Downtime:

Orders will be faxed to the Radiology Department. Front Desk Fax# 202-476-3493. Images will be reviewed directly on imaging equipment.

## **Cyber Attack – Total IT Infrastructure Downtime**

- ✓ Immediate notification will be sent to personal cell phone
- ✓ Radiologist onsite must stay inhouse until further onsite relief coverage is determined
- ✓ Neuro, Body and IR Rad will need to come onsite
- ✓ Admin on call will come in to coordinate efforts and run the command center
- ✓ Blue Room will become the command center
- ✓ Paper orders will be used
- ✓ We have a stack of paper orders ready for use in the Blue Room
- ✓ We will need to create 4 copies of paper orders after the study is done and the report/ results are written on the paper order form
- ✓ We will designate couriers / runners to route all paperwork
- ✓ Radiologists will need to read images from the modality monitors
- ✓ Refer to Downtime Procedures for details regarding MRN's and workflow processes
- ✓ Internal/External communication will be determined by hospital administration