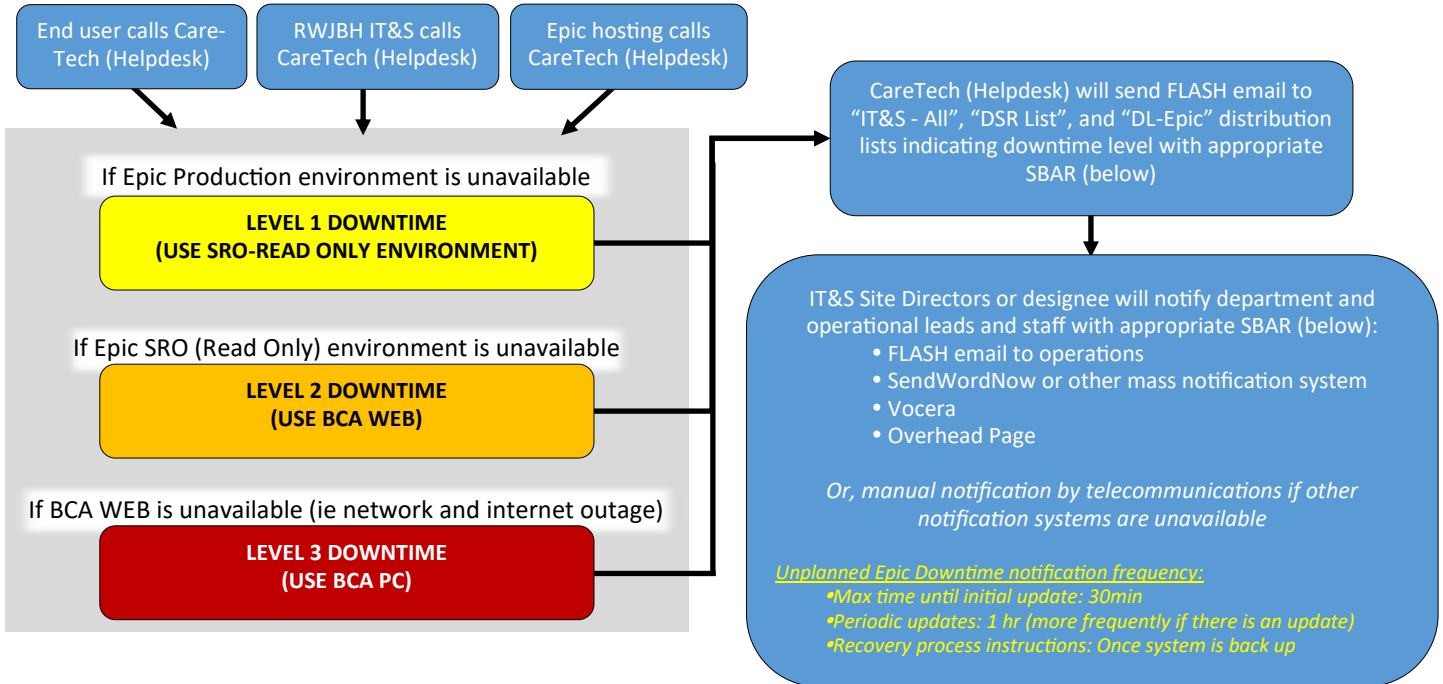


# ⚠️ Unscheduled Epic Downtime Notification Process



**\*\*\*NOTICE OF EPIC SYSTEM LEVEL 1 DOWNTIME\*\*\***  
**Situation:** Users are unable to log-in to Epic  
**Background:** The Epic Application is used for patient clinical documentation and registration  
**Assessment:** End users are unable to log-in to the Epic production system  
**Recommendation:** Please follow LEVEL 1 EPIC DOWNTIME Procedures:  
 1. Utilize the Epic Read Only application (Icon: SRO Hyperspace) to access patient data during downtime  
 2. Familiarize your staff with your unit/department's downtime procedure  
 3. Ensure that you have an adequate supply of downtime documentation paper forms  
 4. Locate the Epic BCA Downtime Binder in your unit or department for additional information

**\*\*\*NOTICE OF EPIC SYSTEM LEVEL 2 DOWNTIME\*\*\***  
**Situation:** Users are unable to log-in to Epic  
**Background:** The Epic Application is used for patient clinical documentation and registration  
**Assessment:** End users are unable to log-in to the Epic production and read-only system  
**Recommendation:** Please follow LEVEL 2 EPIC DOWNTIME Procedures:  
 1. Utilize Epic BCA Web application (Icon: Prod BCA Web) to access patient data during downtime  
 2. Familiarize your staff with your unit/department's downtime procedure  
 3. Ensure that you have an adequate supply of downtime documentation paper forms  
 4. Locate the Epic BCA Downtime Binder in your unit or department for additional information

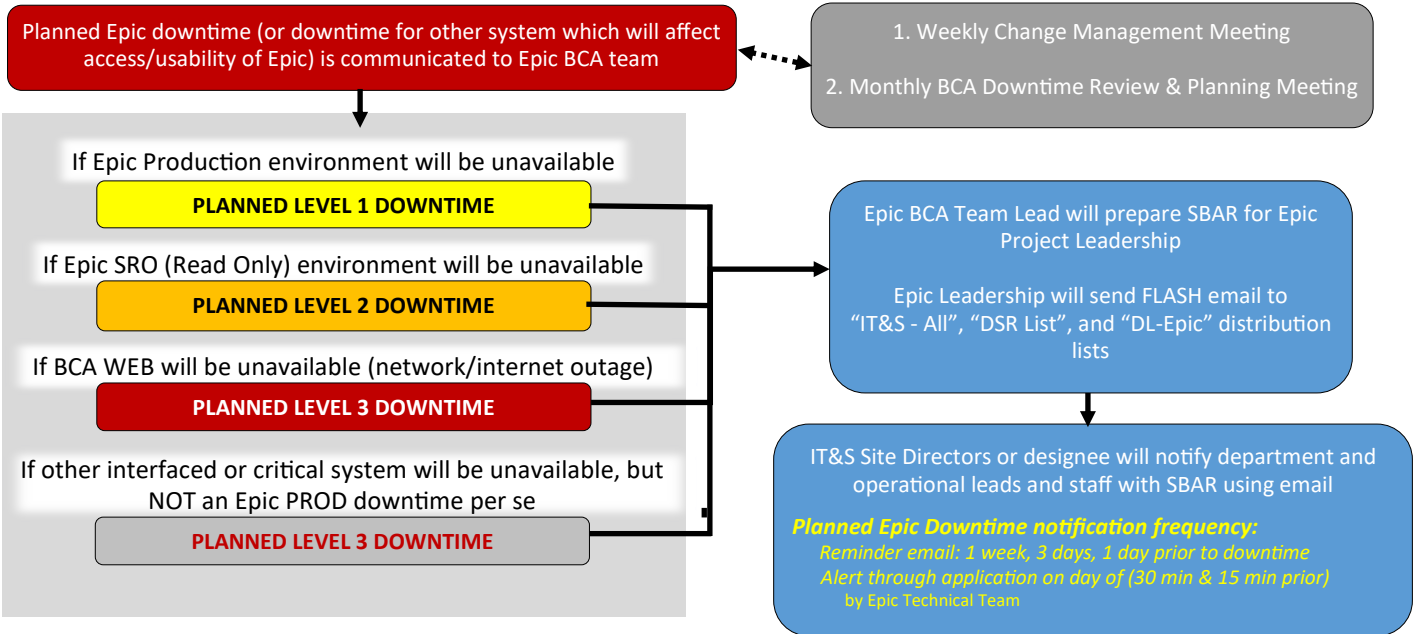
**\*\*\*NOTICE OF EPIC SYSTEM LEVEL 3 DOWNTIME\*\*\***  
**Situation:** Users are unable to log-in to Epic  
**Background:** The Epic Application is used for patient clinical documentation and registration  
**Assessment:** End users are unable to log-in to the Epic production, read-only, and web-based system  
**Recommendation:** Please follow LEVEL 3 EPIC DOWNTIME Procedures:  
 1. Utilize the Epic BCA PC (designated computer within department with BCA Downtime signage) to access patient data during downtime  
 2. Familiarize your staff with your unit/department's downtime procedure  
 3. Ensure that you have an adequate supply of downtime documentation paper forms  
 4. Locate the Epic BCA Downtime Binder in your unit or department for additional information

**\*\*\*NOTICE OF EPIC SYSTEM DOWNTIME RESOLVED\*\*\***  
**Situation:** The Epic downtime event has concluded - End users are now able to sign-in to Epic  
**Background:** The Epic Application is used for patient clinical documentation and registration  
**Assessment:** End users are now able to log-in to the Epic system  
**Recommendation:** Please follow Epic Downtime Recovery process instructions

Interfaced Engine downtime notifications:

During Interface engine downtimes a separate notification will be sent by the interface team. Even though Epic is an integrated system, there are many critical systems that are interfaced and that will affect workflow and patient care.

# Scheduled Epic Downtime Notification Process



**\*\*\*NOTICE OF PLANNED EPIC SYSTEM LEVEL 1 DOWNTIME\*\*\***  
**Situation:** Starting on *(date/time)* the Epic System will be unavailable due to maintenance until *(date/time)*  
**Background:** This Epic maintenance is necessary for database migration and to ensure that we have the most up-to-date application functionality  
**Assessment:** End users will receive reminders to save their work and log off at 30 minutes and 15 minutes prior to the downtime  
**Recommendation:** Please follow LEVEL 1 EPIC DOWNTIME Procedures:  
 1. Utilize the Epic Read Only application (Icon: SRO Hyperspace) to access patient data during downtime  
 2. Familiarize your staff with your unit/department's downtime procedure  
 3. Ensure that you have an adequate supply of downtime documentation paper forms  
 4. Locate the Epic BCA Downtime Binder in your unit or department for additional information

**\*\*\*NOTICE OF PLANNED EPIC SYSTEM LEVEL 2 DOWNTIME\*\*\***  
**Situation:** Starting on *(date/time)* the Epic System will be unavailable due to maintenance until *(date/time)*  
**Background:** This Epic maintenance is necessary for database migration and to ensure that we have the most up-to-date application functionality  
**Assessment:** End users will receive reminders to save their work and log off at 30 minutes and 15 minutes prior to the downtime  
**Recommendation:** Please follow LEVEL 2 EPIC DOWNTIME Procedures:  
 1. Utilize Epic BCA Web application (Icon: Prod BCA Web) to access patient data during downtime  
 2. Familiarize your staff with your unit/department's downtime procedure  
 3. Ensure that you have an adequate supply of downtime documentation paper forms  
 4. Locate the Epic BCA Downtime Binder in your unit or department for additional information

**\*\*\*NOTICE OF PLANNED EPIC SYSTEM LEVEL 3 DOWNTIME\*\*\***  
**Situation:** Starting on *(date/time)* The Epic System will be unavailable due to maintenance until *(date/time)*  
**Background:** This Epic maintenance is necessary for database migration and to ensure that we have the most up-to-date application functionality  
**Assessment:** End users will receive reminders to save their work and log off at 30 minutes and 15 minutes prior to the downtime  
**Recommendation:** Please follow LEVEL 3 EPIC DOWNTIME Procedures:  
 1. Utilize the Epic BCA PC (designated computer within department with BCA Downtime signage) to access patient data during downtime  
 2. Familiarize your staff with your unit/department's downtime procedure  
 3. Ensure that you have an adequate supply of downtime documentation paper forms  
 4. Locate the Epic BCA Downtime Binder in your unit or department for additional information

**\*\*\*NOTICE OF PLANNED DOWNTIME WITH IMPACT FOR EPIC SYSTEM USERS\*\*\***  
**Situation:** Starting on *(date/time)* The Epic System will be affected by a *(other system name)* downtime until *(date/time)*  
**Background:** Epic systems will remain accessible; however, *(usability or access)* will be affected  
**Assessment:** Due to the *(other system name)* downtime, Epic users will experience *(list impacts)*  
**Recommendation:** *(list recommendations)*

**\*\*\*NOTICE OF EPIC SYSTEM PLANNED DOWNTIME CONCLUDED\*\*\***  
**Situation:** The planned Epic production downtime event has concluded - end users may now to sign-in  
**Background:** The Epic downtime was necessary to ensure that we have the most up-to-date application functionality  
**Assessment:** End users are now able to log-in to the Epic system  
**Recommendation:** Please follow Epic Downtime Recovery process instructions regarding documentation, order entry, patient registration recovery, etc.

Interfaced Engine downtime notifications:

During Interface engine downtimes a separate notification will be sent by the interface team. Even though Epic is an integrated system, there are many critical systems that are interfaced and that will affect workflow and patient care.