TogetherCare
Powered by Epic to deliver
people-centered care

BCA-Ambulatory

What is BCA?

Business Continuity Access, or BCA, is Epic's strategy and functionality to ensure operations during all types of downtimes, i.e., server downtime, network downtime, or power outages.

TogetherCare Downtime Tools

- BCA PCs
- BCA Web and Data Entry
- Shadow Read Only (SRO) Environment

Core BCA reports containing the most critical patient information are configured to the BCA PCs and Web.

Ambulatory Downtime Reports

EpicCare-Ambulatory departments provide three downtime reports: Clinical Summary Report, DAR and Top Order Sets.

- The **BCA Clinical Summary-Ambulatory Downtime** report contains the minimum pertinent data necessary for Ambulatory staff to continue providing patient care during a downtime. This approach prevents users from becoming overburdened with long, unwieldy reports that could compromise patient care and safety. This report is refreshed every 720 minutes.
- The **BCA Top Order Sets** report provides information so Ambulatory staff can view a list of frequently used Order Sets and SmartSets. This will help guide the clinicians to place appropriate orders relevant to the patient's Chief Complaint.
- **BCA DAR** – Also known as Department Appointments Report, the DAR shows scheduled patients for the department the user is logged into. This report is refreshed every 120 minutes.

Downtime Forms

- Ensure your paper forms are utilized during the event of a downtime and optimized to complement your workflow with the TogetherCare EMR. If utilizing forms with a Legacy batch scanning bar code, place patient label over bar code.
    - Downtime Patient Check-In and Check-Out Forms.
    - Office Visit Documentation Forms: Including items such as Patient Name, DOB, Date, Vitals, Allergies, Medications, Histories, Review of Systems, Physical Exam, etc.
    - Telephone Encounter Forms: Patient Name, DOB, Date, Subject, Description, etc.
    - Questionanaire Forms relevant to the visit.
    - Miscellaneous: Prescription Pads, AVS Template, Lab or Imaging Requisitions, Vaccine Documentation and other forms as appropriate.

Downtime Workflow Considerations

Here are some options for working around downtimes.

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- **Patient Visits**
    - To ensure vital patient information is available to clinical users in the event of downtime, Epic recommends you use BCA to print downtime reports. Clinical summaries are printed for appointments scheduled prior to the day downtime may occur. If you use them, you will need to determine how to obtain and document information for walk-in/same day appointments.
    - Clinical users will need to document notes and orders on paper during downtime and enter them into the system when it becomes available. Providers can use the printed BCA Clinical Summary- Ambulatory Downtime report to record their notes in addition to current downtime forms until they can be entered into Epic.
    - Paper requisitions or encounter forms will need to be completed for all orders placed. You should review downtime workflows for each type of order for different lengths of downtime. Some organizations have a procedure that if the system is down for the length of "one patient visit," the provider staff is expected to back-enter all the orders and documentation when the system is restored. If the system is down longer than that, providers return to fully dictating documentation. They will only enter orders into the system that will not be generated by interfaces or entered directly into the billing system using the encounter form.

- **Telephone Calls**
    - Staff members who take calls might return to your former paper systems for an interim period. When the system is restored, determine what data should be entered electronically and by whom. Consider various types of calls (for example, refill requests) and how you will handle each one.

- **In Basket Communication**
    - In Basket is available in Supports Read-Only (SRO) environments. Users can read all messages in their In Basket, but cannot receive new messages or act on existing messages in any way in any way from inside In Basket itself.
        - Message statuses do not change, including from New to Read. This means that if a user reads a New message in an SRO environment, it will remain at a status of New until the user reads the same message again after downtime ends.
        - No command buttons are available, including the Done button.
        - Users cannot take other actions on messages, including using responsibility or baton passing.
        - Users cannot search for messages, use QuickActions, or access the Alert Bar.
        - Users cannot sign in to or out of pools. The user remains signed in to the same pools they were in before they entered the SRO environment.
    - Because users cannot receive new messages, you must still provide alternate communication methods for time-sensitive situations that occur after downtime begins.

Recovery Workflow Considerations

- **Clinical Staff Documentation**
    - Clinical staff should manually enter information such as chief complaint, vitals, medications, immunizations, and telephone-related documentation according to the organization's policies after downtime. It is best to have a standardized workflow for collecting this information to enable faster data entry.

- **Orders, Charges, and Results**
    - When EpicCare Ambulatory is restored, the appropriate orders need to be manually entered into the system. Physicians and other clinicians with order-signing security can enter the missed orders, or clinical staff can pend orders. Users with the appropriate security can later sign the orders. Orders placed during the downtime period should use a special order class (for example, "Downtime") configured to transmit these orders appropriately (for example, drop charges without printing requisitions).

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- You can choose to not have performable orders entered in the system, and instead have the billing staff directly enter charges into Epic or an external billing system. If you do this, these performable orders will not appear in the Chart Review activity.
- Orders can be interfaced to lab or radiology systems or to an outpatient pharmacy interface entered into the ancillary system. When the system is restored, incoming interface messages can create these orders. If you are using Beaker or Radiant, work with these teams to determine if EpicCare users should enter these orders after downtime.

Guidelines for Using Tools

	Ancillary Systems or Interfaces down	Planned Epic PRD server down	Unplanned Epic, PRD or SRO server and/or WAN down	Unplanned Epic **and** Network **and/or** Power outage
Read Only Access (SRO)	Available	Yes – use this tool	N/A	N/A
BCA Web	Available	Available	Yes – use this tool	N/A
BCA PCs	Available	Available	Available	Yes – use this tool
Tools	Follow limited usage procedures	Use Epic SRO capabilities	Use BCA web or BCA PC reports	Use BCA reports only

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