

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)

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

HIM Downtime Report

- The **BCA Current House Census** report provides information so HIM staff will be aware of the current census and know patient locations during a downtime. This report contains information such as name, age, sex, MRN, bed, and provider. This report is refreshed every 15 minutes.

Downtime Forms

***Note, for downtime forms, existing paper forms will stay the same (they are EHR agnostic). However, for those sites utilizing *Forms on Demand*, the auto-printing of the patient information will not occur once implemented on the EpicCare platform.

Other Considerations

- Depending upon the duration of the downtime, HIM resources will be managed by altering routine schedules to minimize the loss of productivity.
- Each RHM will follow their own HIM Downtime policy and procedure.

Recovery

- All information recorded on paper during a downtime that is not uploaded into Epic will be scanned into the patient's chart post discharge.

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
Normal Access	Yes	N/A	N/A	N/A
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
<i>Tools</i>	Follow limited usage procedures	Use Epic SRO capabilities	Use BCA web or BCA PC reports	Use BCA reports only