Recommended Downtime Procedures

Both scheduled and unscheduled downtime can disrupt workflow and be frustrating for all involved. Establishing downtime protocols can help ensure seamless patient care and standardize a formal process in the event of downtime. Organization-specific downtime policies may include the following recommendations.

Communicate with the Care Team:

- Identify key care team members that would require notification of any disruption of service or downtime.
    - Make sure all appropriate care team members are notified of the downtime, for example, all field clinicians or anyone who may have reason to access **ClinicianConnect®**.
- Keep team members updated frequently, even if there is nothing new to report, for example, every hour during a regular workday.
- Always acknowledge to the care team the frustration and disruption the downtime is causing them and your efforts to keep them informed.
- Assure everyone that patient care is the priority. If the patient tablets are working but not transmitting, data will not be lost but will transmit as usual once the system is back up.
- Use phone calls as a temporary substitute to identify high-risk patients or patients with ongoing clinical issues and to assess their current condition.
    - High-risk patients may include newly admitted, recently hospitalized or patients that required very recent interventions i.e. medication changes.
- Installations should be rescheduled if the patient tablets are down, but can continue as scheduled if **ClinicianConnect®** is down.
- Once the system is back up, notify the care team and issue any guidance regarding how to proceed.
    - For example, if data generally reviewed in the morning is not received until later in the day, one solution may be to address hiogh-risk alerts only.
- Should the intervention or communication with the patient or other members of the care team be impacted by the downtime, include that in the clinical documentation.
- Once the downtime issue has been identified and resolved, let the care team know what transpired.
- Following an unscheduled downtime, review the process and the outcome and make any necessary adjustments. This establishes a process for continuous improvement.

Teach Patients to be Proactive:

- During installation, educate the patient on basic troubleshooting. Make sure the patient understand who to contact (HRS Techical Support) and how.
- **Remote patient monitoring** (RPM) is designed as a tool to help patients effectively self-manage their care. Teaching the patient the purpose of RPM and their own responsibility is especially essential during a downtime.
- Patients are initially instructed to transmit their data daily prior to 11 AM so that the care team has time to address any red flags. This best practice should be routinely enforced.

Transparent care team communication and effective patient education in self-management skills are critical to manage an unscheduled downtime and ensure patient care is not disrupted. The more prepared everyone is, the smoother the process will be.